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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Special Meeting
Thursday, January 9, 2003
12:00 Noon

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

☐ **Call to Order**

☐ **Roll Call**

President Claire Zvanski
Vice President Melissa Welch, MD, MPH
Commissioner Karen Breslin
Supervisor Chris Daly
Commissioner James Deignan
Commissioner Scott Heldfond
Commissioner Aleeta Van Runkle

☐ **01092003-01S** **Discussion Item** **Public comment on all matters pertaining to the closed sessions.**

Public Comments:

☐ **01092003-02S** **Action Item** **Vote on whether to hold closed sessions to hear appeals and to confer with legal counsel** (San Francisco Administrative Code section 67.10(d)).

Staff Recommendation: Hold closed sessions

Public Comments:

Action:

CLOSED SESSIONS PURSUANT TO ARTICLE I, SECTION 1 OF THE CALIFORNIA CONSTITUTION AND PURSUANT TO GOVERNMENT CODE SECTIONS 54956.9(C) AND 54956.9(B)(3) AND SAN FRANCISCO ADMINISTRATIVE CODE SECTION 67.10(D)

Closed Session I: Consideration of the following appeal pursuant to Section 12.200(5)

☐ **01092003-03S** **Action Item** **Appeal of request to enroll over aged disabled dependent (HSS No. 51536).**

Staff Recommendation: Deny member's request for enrollment of disabled dependent.

☐ **01092003-04S** **Action Item** **Appeal of request to allow change of health benefits from retiree to active status during school year (HSS No. 67932).**

Staff Recommendation: Deny member's request for health benefit status change to active.

RECONVENE IN OPEN SESSION

☐	**01092003-05S**	**Action Item**	**Possible report on action taken in closed session** (Government Code section 54957.1(a)(2) and San Francisco Administrative Code section 67.12(b)(2)). Action:
☐	**01092003-06S**	**Action Item**	**Vote to elect whether to disclose any or all discussions held in closed session** (San Francisco Administrative Code section 67.12 (a)). Action:
☐	**01092003-07S**	**Discussion Item**	**Opportunity to place items on future agendas.**
☐	**01092003-08S**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

Adjourn

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SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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- A member of the public has up to three minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting.

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Lobbyist Registration and Reporting Requirements

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Department of Human Resources

January 09, 2003 (Special Meeting)

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Health Service Board

MINUTES

Special Meeting
Thursday, January 9, 2003
12:00 Noon

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

- **Call to Order: 12 Noon**
- **Roll Call**
  President Claire Zvanski
  Vice President Melissa Welch, MD, MPH
  Commissioner Karen Breslin

  Supervisor Chris Daly
  Commissioner James Deignan
  Commissioner Scott Heldfond, *Excused*
  Commissioner Aleeta Van Runkle
- **01092003-01S** **Discussion Item** **Public comment on all matters pertaining to the closed sessions.**

  Public Comments: None
- **01092003-02S** **Action Item** **Vote on whether to hold closed sessions to hear appeals and to confer with legal counsel** (San Francisco Administrative Code section 67.10(d)).

  Staff Recommendation: Hold closed sessions

  Public Comments: None

  Action: Motion was moved and seconded by the Board to hold closed session. Motion passed 6 to 0.

Closed sessions pursuant to Article I, Section 1 of the California Constitution and pursuant to Government Code sections 54956.9(c) and 54956.9(b)(3) and San Francisco Administrative Code section 67.10(d)

Closed Session I: Consideration of the following appeal pursuant to Section 12.200(5)

♉ **01092003-03S**	**Action Item**	**Appeal of request to enroll over aged disabled dependent (HSS No. 51536).** Staff Recommendation: Deny member's request for enrollment of disabled dependent. Action: Motion was moved and seconded by the Board not to disclose. Motion passed 6 to 0.
♉ **01092003-04S**	**Action Item**	**Appeal of request to allow change of health benefits from retiree to active status during school year (HSS No. 67932).** Staff Recommendation: Deny member's request for health benefit status change to active. Action: Motion was moved and seconded by the Board to not disclose. Motion passed 6 to 0.

Reconvene in Open Session

♉ **01092003-05S**	**Action Item**	**Possible report on action taken in closed session** (Government Code section 54957.1(a)(2) and San Francisco Administrative Code section 67.12(b)(2)). Action: Motion moved and seconded by the Board not to report. Motion passed 6 to 0.
♉ **01092003-06S**	**Action Item**	**Vote to elect whether to disclose any or all discussions held in closed session** (San Francisco Administrative Code section 67.12 (a)). Action: Motion moved and seconded by the Board not to report. Motion passed 6 to 0.
♉ **01092003-07S**	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments: None
♉ **01092003-08S**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments: None

Adjourn: 1:20 PM

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting
Thursday, January 9, 2003
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Call to Order		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle	
01092003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** ▪ **Regular Meeting of December 12, 2002** Staff Recommendation**:** Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
01092003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Finance Group (Yvonne Hudson)** ▪ **Legal Counsel (Rebecca Saroyan** - **Health Service Board Annual Report to the Board of Supervisors** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public Comments:
01092003-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin (Towers Perrin).**

		Documents provided to Board prior to meeting: *Draft report for the month of December 2002.* Staff Recommendation: Accept report Public Comments: Action:
01092003-04	**Discussion Item**	**PeopleSoft Update – (Ray Wong).** Documents provided to Board prior to meeting: *People Soft Update* Public Comments:
01092003-05	**Action Item**	**Resolution certifying the 10-County Survey amount for fiscal year 2003-2004** Documents provided to Board prior to meeting: *Draft Resolution* Staff Recommendation: Adopt Resolution Public Comments: Action:
01092003-06	**Discussion & Possible Action Item**	**Discussion and Possible Action Regarding Modifications to Health Service Board Rules and Regulations – Part 1 – General A-C; Part II – Membership and Coverage A-E (Continued from December 12, 2002 meeting)** Documents provided to Board prior to meeting: *Updated HSB Rules and Regulations* Staff Recommendation: Approve Rules and Regulations changes as submitted. Public Comments:
RATES AND BENEFITS MATTERS		
01092003-07	**Discussion Item**	**Discussion Regarding Rates and Benefits Meeting (Commissioner Deignan).** Documents provided to Board prior to meeting: *None.* Public Comments:
END OF RATES AND BENEFITS MATTERS		
01092003-08	**Discussion Item**	**UNUM Provident-Information and Discussion Regarding City and County of San Francisco Claims Activity (Lynn Jester, Tamara Henderson and Callie Ernest)** Documents provided to Board prior to meeting: None Public Comment:
01092003-09	**Discussion Item**	**Reports on Network and Health Plan issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: *None* Public Comments:

01092003-10	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
01092003-11 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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SUMMARY OF HEALTH SERVICE BOARD RULES REGARDING CELL PHONES AND PAGERS

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The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code and in the Rules and Regulations of the Health Service System.

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

Regular Meeting
Thursday, January 9, 2003
1:00 PM

AMENDED

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City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Call to Order		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle	
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RATES AND BENEFITS MATTERS		
01092003-07	**Discussion Item**	**Discussion Regarding rates and Benefits Meeting (Commissioner Deignan).** Documents provided to Board prior to meeting: *None.* Public Comments:
END OF RATES AND BENEFITS MATTERS		
01092003-08	**Action Item**	**Resolution regarding upcoming election for member of the Health Service Board** Documents provided to Board prior to meeting: *Draft Resolution* Public Comments: Action:

01092003-09	**Discussion Item**	**Discussion regarding administration of transgender benefit** Documents provided to Board prior to meeting: *Transgender Benefits—Should the Responsibility be Transferred to the HMO?* Public Comments:
01092003-10	**Discussion Item**	**UNUM Provident-information and discussion regarding City and County of San Francisco claims activity (Lynn Jester, Tamara Henderson and Callie Ernest)** Documents provided to Board prior to meeting: *None* Public Comment:
01092003-11	**Discussion Item**	**Reports on Network and Health Plan issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: *None.* Public Comments:
01092003-12	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
01092003-13 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources

January 09, 2003

Health Service Board

minutes

Regular Meeting

Thursday, January 9, 2003
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

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Call to Order		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond, *Excused* Commissioner Aleeta Van Runkle President Zvanski welcomed Supervisor Chris Daly as the new (appointed) member of the Health Service Board.	
01092003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** ♉ **Regular Meeting of December 12, 2002** Staff Recommendation: Approve draft minutes Public Comments: None Action: Moved and seconded by the Board to approve the minutes of the regular meeting with recommended amendments. Motion passed 6 to 0.
01092003-02	**Discussion Item**	**Reports of Health Service System (HSS) staff and legal**

Counsel regarding the following matters:

Membership Group (Deborah Mcguire)

♉ The Board received copies of the following documents:

1. Medicare Part A and Part B memo, attached as **Schedule #1**. This memo, dated December 27, 2002, was mailed to approximately 250 non-compliant Medicare eligible members. Memo included a frequently asked question sheet regarding Medicare and CCSF health coverage and a letter that requested waiver of any penalties associated with the member's failure to enroll with Medicare. The letters were mailed by First Class and by Certified Mail.

2. List of counties where non-compliant Medicare members reside, attached as **Schedule #2**. This sheet provides the names of the counties and the number of retired employees, resigned, surviving spouses and/or dependents that received the memo regarding Medicare Part A and Part B enrollment. Out of the 292 listed in this sheet, 40 members have been pulled from the list because Membership received evidence of their Medicare coverage.

3. Open Enrollment Timeline for FY 2003-2004, attached as **Schedule #3**. Kick-off meeting with all of vendors will be held on January 13, 2003. Timeline is a proposal that provides information regarding dates and activities related to Open Enrollment. It is important that the Board approve rates and benefits at the February 13, 2003 meeting, if deadlines are to be successfully achieved. Important deadlines that must be made include:

> - Booklets and comparison sheets revised and to the printer by March 1, 2003 and to the mail house by March 14, 2003. Mailed from the mail house by March 24th and to the members prior to the April 1, 2003 open enrollment date.

♉ Open enrollment will be from April 1-30, 2003. First two weeks of open enrollment (OE) will be held at Health Service System, 1145 Market Street, and 2nd Floor. OE will relocate to the basement of City Hall (1 Dr., Carlton B. Goodlett Place) on April 14, 2003. The HSS will provide full staff coverage for the heaviest period of OE (last 2 weeks), from April 14-30, 2003. Notice of this change will be included in OE packets, HSS membership website, and through payroll flyers.

♉ In order to provide better service to customers during the OE, the phone lines will be open during the month of April from 9 AM to 12 noon on Monday-Friday versus the current 10 AM to 12 noon on Tuesdays and Thursdays only.

♉ There were only 7 applicants at the Hetch Hetchy location last year; therefore, Membership will not send staff this year to that location. President Zvanski volunteered to go and manage the OE at Hetch Hetchy.

City Health Plan Group (Beaulah Smith)

♉ The Board received the Medical Claims Activity Report for the week ending December 27, 2002, attached as **Schedule #4**. The report for the week ending in December 27, 2002 is as follows:

- Claims outstanding - 29,119
- Average turnaround working days outstanding - 30.74 (down slightly from last month). Average turnaround calculation for the month is 29.94 days.
- Claim turnaround time YTD - 19.67

♉ In response to being as productive as possible, Ms. Smith stated that many of the City Health Plan (CHP) staff have signed up for voluntary overtime.

♉ Hiring of additional temporary staff is still pending; therefore, necessary staff adjustments have been made.

♉ President Zvanski noted the consistent increase of claims during the year.

♉ Per request of the Board, Jeffrey Hildebrant will provide a graph of the claims data at the next meeting. Mr. Hildebrant stated that as a result of the hard work of the CHP staff, as of the week ending January 3, 2003, claims is down to slightly over 27,000.

Finance Group (Yvonne Hudson)

♉ Jamie Austin, DHR Finance Manager, is working on developing resources to revise the format of the financial statements (developed by William Lee), which he found to be accurate, but very complicated. He is working with financial consultants, Harold Guetersloh and Robert Won to determine how to get the same results in a more efficient way. A progress report will be made at the January 23, 2003, Finance and Budget Committee meeting.

♉ Ms. Hudson stated that the Finance staff is performing the duties of the Finance Manager during his absence and they are doing a great job.

♉ Jamie Austin will give an updated budget report regarding the status of the budget with DHR and HSS

		(i.e. requested staff cuts) at the Finance and Budget Committee meeting. ♉ DHR will have another budget retreat on January 24, 2003. Legal Counsel (Rebecca Saroyan) ♉ The Charter requires that boards and commissions that are part of the executive branch file an annual report with the Mayor and to the Board of Supervisors. Ms. Saroyan stated that she will assist the HSS staff in meeting the requirements necessary to prepare the Health Service Board Annual Report to the Board of Supervisors and the Mayor's Office. The report will include items such as: summary of what the HSB does, programs, areas of authority, jurisdiction, purposes and goals that are subject to the review and approval of the Board of Supervisors. Ms. Saroyan will submit a draft copy of this report to the Board for review. Public Comments: None
01092003-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin (Roland Mittica).** ♉ "Highlights" Financial Report for the month of December 2002, attached as **Schedule #5**. Plan 1 net cash flow ($406,000) and HMO net cash flow ($203,000) is high (versus a minus deficient) because of the 3 pay periods that occurred in December. ♉ Towers Perrin supplemental financial report was presented to the Board and is attached as **Schedule #6**. This report gives in detail the Plan 1 expense (i.e. paid and pending chemical dependency, & pharmacy), HMO net cash flow and trust expense (Plan 1 & HMO) for December 2002 and amounts and totals for the fiscal year to date. Staff Recommendation: Accept report Public Comments: None Action: Motion was moved and seconded by the Board to accept the financial report by Towers Perrin. Motion passed 6 to 0.
01092003-04	**Discussion Item**	**PeopleSoft Update - (Ray Wong).** The Benefits Administration and Financial System (BAFS), attached as **Schedule #7**. ♉ The go date of BAFS is on time and will be on March 3, 2003. ♉ Conversion of the full membership population

		(115,000 records) commenced during the weekend of December 28th. Testing ran a week longer because of technical issues (i.e. size of data base). ♉ Systems testing with HSS business function staff will resume on Monday. ♉ The Unified School District (USD) made a commitment to meet BAFS deadline following a meeting this week. DHR Director, Andrea Gourdine will give a report of this to Mayor Willie Brown. Prior to this meeting USD stated that they would be unable to meet the data and interface requirements of BAFS. Ms. Gourdine wrote a memo to Dr. Arlene Ackerman, Superintendent of Schools, USD, dated December 18, 2002, regarding this problem. This (2 page) memo is attached as **Schedule #8**. DHR will provide $35,000 from budget to assist USD to hire a People Soft-competent consultant to perform the work. ♉ Report includes an update of CCSF development and status of all the tasks. Public Comments: None
01092003-05	**Action Item**	**Resolution certifying the 10-County Survey amount for fiscal year 2003-2004** Certification of the "Average Contribution" Under Ten-County Survey, attached as **Schedule #9**. ♉ The survey of each of the Survey Counties was completed on January 9, 2003. ♉ Yvonne Hudson stated that it has been determined that the new amount for the upcoming fiscal year is $281.21 per month. In order to reach the January deadline date for final approval, the certification must be approved by the HSB today and moved (by next week) to the Board of Supervisor's agenda Staff Recommendation: Adopt resolution (signed by Commission Secretary) Public Comments: None Action: Motion was moved and seconded by the Board to adopt the resolution. Motion passed 6 to 0.
01092003-06	**Discussion & Possible Action Item**	**Discussion and possible action regarding modifications to Health Service Board Rules and Regulations - Part 1 - General A-C; Part II - Membership and Coverage A-E** **(Continued from December 12, 2002 meeting)** Health Service Board Rules and Regulations, attached as **Schedule #10**.

		♉ Yvonne Hudson presented the revised and amended Rules and Regulations for the Boards review. The following additional amendments were recommended by the Board: - Page 10, 6- Medicare: must enroll "if eligible" added to the end of the first sentence. - Page 1, members of the Board be specified by category. - Page 5, third paragraph- from time to time, "but no greater than" - Page 13, e. -Give the citation for the IRS Regulation. Staff Recommendation: Approve Rules and Regulations changes as submitted. ♉ Page 13 e. -Roland Mittica recommended clarification of the definition of mental and physical "incapacity" in the sentence that defines coverage for a dependent child. This is to insure that a mentally and/or a physically handicapped child are not excluded from coverage. ♉ The Board agreed with the request and voted to extract the definition for clarification. Public Comments: Dennis Krueger, of Fire Fighters Local, request clarification for time allowed to enroll a newborn and provisions to retirees after retirement. Modified Motion to include clarification of dependents Action: Motion was moved and seconded by the Board to accept the Rules and Regulations with recommended amendments. Motion passed 6 to 0.
RATES AND BENEFITS MATTERS		
01092003-07	**Discussion Item**	**Discussion Regarding rates and Benefits Meeting (Chair Deignan).** ♉ Rates & Benefits Committee met twice during the month of December. HMO negotiations are complete. Finalizing details regarding design changes (i.e. pharmacy copay, addition of orthotics, hearing aids etc.). ♉ Discussions have just started regarding the plan design of Plan 1 and on subsidy. ♉ Rates & Benefits Committee will meet twice in January (Monday, January 13th and on Tuesday, January 28, 2003). Public Comments: None

END OF RATES AND BENEFITS MATTERS		
01092003-08	**Action Item**	**Resolution regarding upcoming election for member of the Health Service Board (Yvonne Hudson)** Notice to Announce Health Service Board Election, attached as **Schedule #11**. ♉ Yvonne Hudson stated that a Health Service Board seat would become vacant on May 15, 2003. Current Health Service Board President, Claire Zvanski, term will expire. It is necessary for the Board to approve the Resolution before the Health Service System staff can began the election process. Notice of this election was announced at the January 9th HSB meeting. Electronic notice of the election and schedule was sent to the department heads, labor organizations, interested parties, and retiree associations. The Board received the following packet with the Notice memo: - The resolution for the 2003 Health Service Board Election - Certification of Performed Duties by Commission Secretary - Exhibit A, 2003 DOE Notice - Exhibit B, 2003 Member Notice - NOTICE of the Health Service Board Election (for posting) - Nomination of Member for Health Service Board - Sponsor Page (25 members of the HSS and persons of good standing). ♉ Important dates for the Board to remember: - Nomination period is Friday, January 10 through Monday, February 10, 2003. - April 3, 2003 - HSS provides the names of eligible nominees to the Department of Elections. - April 28, 2003- Ballots will be mailed to all eligible retirees, non -active members who are not in the system (i.e. eligible spouses of retired members, surviving spouses), and to all departments (interoffice) of active eligible members. - May 9-23, 2003- Official election period. - May 28, 2003-Department of Elections counts

		the ballots and certifies the newly elected trustee. - June 12, 2003 - Elected trustee takes the Health Service Board seat for a five-year term. Public Comments: None Action: Motion was moved and seconded by the Board to approve the resolution. Motion passed 6 to 0.
01092003-09	**Discussion Item**	**Discussion regarding administration of transgender benefit** Transgender Benefits-Should the Responsibility be Transferred to the HMO? This document is attached as **Schedule #12**. ♉ Towers Perrin presented a one-page document that gives the pros and cons of the transgender benefits administration as: - Benefit design if the HMOs take over - Benefit design if the trust fund retains the benefit - Financing of the transgender benefit if the HMOs take over the risk. - Financing if the trust retains the risk. ♉ Roland Mittica stated that these are the items that will be presented to the Rates & Benefits Committee for decision and are currently being presented to the Board for discussion. ♉ Jane Fronk from Kaiser and Linda Patron from Blue Shield confirmed to the Board that the three HMOs are currently meeting with the Department of Managed Health Care (DMHC) to discuss plan benefits. There will not be a joint filing, but the purpose of the meeting with the three HMOs is to insure consistency. Linda Patron stated that if the dollar maximum were included in the filing with DMHC, they would not be able to meet the March 1st deadline approval from DMHC for the transgender benefit. The HMOs were told to put in the benefit maximum and not to file without it or the one-year waiting period. ♉ Jane Fronk stated that the real issue is whether or not DMHC will review the transgender benefit as a medically necessary service and because it is new territory, it will take a while for the review. ♉ Dr. Welch requested that the Board interrogate DMHC regarding their rules and regulations for length of the review period and processing procedures involved in filing.

		♉ Rebecca Saroyan stated that Blue Shield's Attorney, Lyle Swallow, attended the meeting at DMHC and recommended a $75,000 cap accepted by the Board. DMHC would consider the $25,000 to $30,000 co-payment the individual applying for the surgery (female to male) would have to pay; would make the transgender benefit an illusionary benefit. ♉ HMO filing if Board decides to keep the Transgender Benefit with Plan 1 for another year. ♉ Jane Fronk of Kaiser and Linda Patron of Blue Shield confirmed to the Board that they would proceed with the filing with DMHC, even if the transgender benefit remains with Plan 1 for another year. ♉ Chair Deignan requested the inclusion of the transgender benefit on the Rates and Benefit's Committee agenda as a discussion item with possible action item. Public Comments: None
01092003-10	**Discussion Item**	**UNUM Provident-information and discussion regarding City and County of San Francisco claims activity (Tamara Henderson).** ♉ Tamara Henderson of UNUM Provident introduced to the Board Tim Prichard, Jr., Senior San Francisco Market Manager and Louise Altshtater, Assistant Vice President of Account Management. The following documents were presented for discussion to the Board: Outlooks and Outcomes for City and County of San Francisco attached as **Schedule #13**. (Tim Prichard, Jr.) ♉ A detailed analysis by UNUM of the income protection plan for CCSF. Information of the following subjects was presented to the Board by Mr. Tim Prichard: - LTD Disability Incidence - chart of experience in comparison to that of other companies and industries in UNUM Provident's disability database. - LTD Leading Causes of Disability - Closed LTD claims by reason for closure. - Closed LTD by Duration - LTD Average Monthly Benefit - Outcome (Policy 520231 and Policy 549327) CCSF Integrated Claim Status Report-All disability Claims, attached as **Schedule #14** (Louise Altshtater).

		♉ Discussed the difference between UNUM and other long care disability claims. Every claim is evaluated thoroughly and individually. Restrictions and limitations based upon medical condition and then is compared to a person's occupational requirements (job analysis). ♉ UNUM has vocational specialists, doctors (100 physicians for customer care). Nine physicians in Glendale. Five different impairment units: cardiac unit, cancer, ortho, general medicine unite and a psycho unit. ♉ Details of various claims can be found on pages 13-14 of Schedule #13. UNUM Provident Claim Process, attached as **Schedule #15** ♉ Claims are received about half way through the elimination period (45 days for a 90-day elimination period). ♉ Claim reviewed for additional information. ♉ Restrictions and limitations versus demands of occupation. ♉ Vocational rehabilitation and return to work services. ♉ Communication. Public Comment: None
01092003-11	**Discussion Item**	**Reports on Network and Health Plan issues (Network and Health Plan representatives).** No reports presented. Public Comments: None
01092003-12	**Discussion Item**	**Opportunity to place items on future agendas.** ♉ Rates and Benefits Committee ♉ Medicare contributions Public Comments: None
01092003-13 **Adjourn 3:43 PM**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments: None

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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♉ A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting. The complete rules are set forth in Section A(6) of the Health Service System Rules and Regulations. A copy of these Rules and Regulations is available at any time upon request. Call Arnetta Brown at (415) 554-1727.

DISABILITY ACCESS

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Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

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KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

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Lobbyist Registration and Reporting Requirements

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

Regular Meeting
Thursday, February 13, 2003
1:00 P M

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

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Call to Order		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle	
02132003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** ▪ **Regular Meeting of January 9, 2003** ▪ **Special Meeting of January 9, 2003** Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
02132003-02	**Action Item**	**Resolution of Commendation acknowledging the retirement of Maria Christina Grossi, Benefits Technician, after 21 years of service with the Health Service System.** Documents provided to Board prior to meeting: Resolution *of Commendation for Maria Christina Grossi.* Staff Recommendation: Approve Resolution Public Comments: Action:

	FINANCE AND BUDGET MATTERS	
02132003-03	**Discussion Item**	**Report on activities and recommendations of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
02132003-04	**Action Item**	**Resolution authorizing expenditure of up to $375,000 from the Trust Fund for 2003 Open Enrollment expenses.** Documents provided to Board prior to meeting: *Draft resolution* Committee Recommendation: Adopt resolution Public Comments: Action:
02132003-05	**Action Item**	**Resolution authorizing expenditure of up to $80,000 from the Trust Fund for active and retiree City Health Plan Guides for plan year 2003-2004** Documents provided to Board prior to meeting: *Draft resolution* Committee Recommendation: Adopt resolution Public Comments: Action:
	END OF FINANCE AND BUDGET MATTERS	
02132003-06	**Discussion Item**	**Controller's Office discussion regarding HSS financial reporting procedures and requirements (Ed Harrington, Controller).** Documents provided to Board prior to meeting: None Public Comments:
	RATES AND BENEFITS MATTERS	
02132003-07	**Discussion Item**	**Discussion Regarding Rates and Benefits Meeting (Commissioner Deignan).** Documents provided to Board prior to meeting: None Public Comments:
02132003-08	**Action Item**	**Adoption of final rates and benefits for fiscal year 2003-2004.** Documents provided to Board prior to meeting: None Staff Recommendation: Adopt final recommendations of the Rates and Benefits Committee Public Comments: Action:

END OF RATES AND BENEFITS MATTERS		
02132003-09	Action Item	**Approval of modifications to Health Service Board Rules and Regulations – Part II – Membership and Coverage (B 1e & f, Disabled Dependents).** Documents provided to Board prior to meeting: *Updated HSB Rules and Regulations* Staff Recommendation: Approve Rules and Regulations changes as submitted. Public Comments:
02132003-10	**Discussion Item**	**PeopleSoft Update – (Ray Wong).** Documents provided to Board prior to meeting: *People Soft Update.* Public Comments:
02132003-11	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** ▪ **Membership Group (Diana Ferrari)** - **Update on Medicare enrollment** - **Status of Open Enrollment** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Finance Group (Jamie Austin)** ▪ **Legal Update (Rebecca Saroyan)** **- Status of Contract Administration Process** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public Comments:
02132003-12	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin (Towers Perrin).** Documents provided to Board prior to meeting: *Draft report for the month of December 2002.* Staff Recommendation: Accept report Public Comments: Action:
02132003-13	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: *none* Public Comments:

02132003-14	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
02132003-15 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources >> Meeting Information >> Health Service Board: Full Committee

Department of Human Resources

February 13, 2003

Health Service Board

MINUTES

Regular Meeting

Thursday, February 13, 2003

1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

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Call to Order 1:03 PM			
Pledge of Allegiance			
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH (Arrived after Item #2) Commissioner Karen Breslin Supervisor Chris Daly (Arrived after Item #4) Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle		
02132003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** ♉ **Regular Meeting of January 9, 2003** ♉ **Special Meeting of January 9, 2003** Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: None Action: Motion was moved and seconded by the Board to approve the Regular and Special Meeting minutes with	

		recommended amendments. Motion passed 5 to 0.
02132003-02	**Action Item**	**Resolution of Commendation acknowledging the retirement of Maria Christina Grossi, Benefits Technician, after 21 years of service with the Health Service System.** Documents provided to Board prior to meeting: *Resolution of Commendation for Maria Christina Grossi.* Staff Recommendation: Approve Resolution ♉ President Zvanski read the Resolution of Commendation for Maria Grossi's retirement and extended congratulations for her accomplishments. This document is attached as **Schedule #1**. Public Comments: None Action: Motion was moved and seconded by the Board to adopt the Resolution for Commendation acknowledging retirement of Maria Grossi after 21 years of service as of February 13, 2003. Motion passed 6 to 0.
FINANCE AND BUDGET MATTERS		
02132003-03	**Discussion Item**	**Report on activities and recommendations of the Finance and Budget Committee (Commissioner Heldfond).** ♉ The Board agreed with Commissioner Heldfond's recommendation to combine Items 3, 4, and 5. ♉ Primary discussion of the Finance and Budget Committee meeting on January 23, 2003 was regarding how the financial reporting of the HSS is going to proceed currently and after the implementation of the Benefits Administration and Financial System (BAFS). ♉ Finance & Budget Committee will be work closely with the Controller's Office in producing a professional and reliable financial report. Financial statements will be given and updated monthly. ♉ The Committee discussed and agreed to recommend to the Board Items #4 and #5 resolutions and their expenditures from the Trust Fund. ♉ Peg Stevenson of the Controller's Office, reported that Controller, Ed Harrington, will be available after 2 PM to answer questions and give an update of financial analysis conducted by the Controller regarding various issues presented by the Board (Item #6) ♉ Commissioner Heldfond recommended having regular Finance & Budget Committee meetings & requested that the "draft" minutes or a summary of the last meeting be added to the agenda for reference.

		Public Comments: None
02132003-04	**Action Item**	**Resolution authorizing expenditure of up to $375,000 from the Trust Fund for 2003 Open Enrollment expenses.** ♉ Commissioner Heldfond presented to the Board the *Draft Resolution* regarding Open Enrollment expense. This document is attached as **Schedule #2**. Committee Recommendation: Adopt resolution. Public Comments: None Action: Motion was moved and seconded by the Board to adopt the resolution authorizing expenditure of up to $375,000 from the trust fund for 2003 Open Enrollment expenses. Motion passed 6 to 0.
02132003-05	**Action Item**	**Resolution authorizing expenditure of up to $80,000 from the Trust Fund for active and retiree City Health Plan Guides for plan year 2003-2004** ♉ Commissioner Heldfond presented to the Board the *Draft Resolution* that acknowledges the expenditures involving the City Health Plan Guides, attached as **Schedule #3**. Committee Recommendation: Adopt resolution. Public Comments: None Action: Motion was moved and seconded by the Board to adopt the resolution authorizing expenditure of up to $80,000 from the Trust Fund for active and retiree City Health Plan Guides for plan year 2003-2004. Motion passed 7 to 0. **Item order Change** ♉ Board agreed with President Zvanski to skip to Item #10.
END OF FINANCE AND BUDGET MATTERS		
02132003-06	**Discussion Item**	**Controller's Office discussion regarding HSS financial reporting procedures and requirements (Ed Harrington, Controller).** ♉ Mr. Harrington presented to the Board a document regarding *Savings Impact of Health Service Board Options 2/13/03*. This is attached as **Schedule #6**. ♉ Recommends a cash flow report by Plan on a monthly basis. This type of reporting will not require outside assistance. This type of report is not complex and would allow an overall view of where money originates and where it will end up. This type of report would be easier to understand than the large report at the end of the year

		when it is time to set the rates. Mr. Harrington stated that his office would work with the Finance staff to set up an accounting code system that would facilitate this type of report. ♉ Dr. Welch stated that an accurate utilization report can be accessed from Plan 1, but the majority of members are with the HMOs. As a result, it is difficult for the Board to get a utilization report from the HMOs because of the way the plans are structured. It would be very helpful to the Board if the Controller's Office could implement a way to get the system to show dollars in and out from the HMOs. Public Comments: None
RATES AND BENEFITS MATTERS		
02132003-07	**Discussion Item**	**Discussion Regarding Rates and Benefits Meeting (Commissioner Deignan).** ♉ Rates and Benefits Committee meeting was held on February 4, 2003. Recommendations were adopted for the dental and vision, and health plans. ♉ Board agreed with Commissioner Deignan's recommendation to combine Items #7 and #8. Public Comments: None
02132003-08	**Action Item**	**Adoption of final rates and benefits for fiscal year 2003-2004**. Staff Recommendation: Adopt final recommendations of the Rates and Benefits Committee Vision Service Plan - No Change Public Comments: None Action: Commission Deignan made a motion to adopt the Vision Service Plan rates (o increase) for 2003. Motion was moved and seconded by the Board to adopt the Vision Service Plan as it is currently (without change). Motion passed 7 to 0. Delta Dental - No Change Public Comments: None Action: Motion was moved and seconded by the Board to adopt the Delta Dental benefit with 0 increase. Motion passed 7 to 0. Delta Dental- Active Employees ($9.84 reduced rate) ♉ The Rates & Benefits Committee meeting prior to the February 4, 2003 meeting adopted the rate reduction.

Adjustment of rate will save the City approximately $2.3 million.

Public Comments: None

Action: Motion was moved and seconded by the Board to adopt Delta Dental-Active Employees for 2003. Motion passed 7 to 0.

PMI- Active & Retirees-Rates the same for 2003-2004

♉ No change

Public Comment: None

Action: Motion was moved and seconded by the Board to adopt PMI benefits for actives and retirees with no increase for 2003-2004. Motion passed 7 to 0.

Pacific Union Dental-Actives & Retirees -6% increase

♉ Includes bruxism/no extra charge

Public Comment: None

Action: Motion was moved and seconded by Board to adopt Pacific Union Dental benefit for 2003-2004. Motion passed 7 to 0.

Towers Perrin/Summary of Scenarios

♉ Updated scenario report of Appendix A-D was distributed to the Board and is attached as **Schedule #7**. Michael Hilton of Towers Perrin reported that a 75% Kaiser contribution reflects HMO subsidy in each scenario. A $2.5 million subsidy amount is included in each of the HMOs. Plan 1 subsidy amount ranges between $3 million to $7.5 million.

Board Comments

♉ Commissioner Heldfond expressed interest in applying a subsidy amount to each of the HMOs as well as Plan 1.

♉ Commissioner Van Runkle stated the importance of representing all members and that a large portion of them are with the HMOs. Because of the huge budget deficit crisis, it would be a big mistake not to subsidize the HMOs as well as Plan 1.

♉ Commissioner Breslin recommended giving subsidy to Plan 1 only; therefore, making it more viable.

♉ President Zvanksi oppose $2.5 subsidy to the HMOs and feels that the Board's fiduciary duty is to Plan 1.

♉ Commissioner Deignan stated that it is important to be conventional and very conservative in spending. It is not the time to branch out and that no more than $5 to 6 million should be taken out of the Trust and all of amount should go to Plan 1 only.

♉ Dr. Welch stated that her fiduciary duty is to represent all employees and to vote otherwise represents double standards. Many members are not here because they are working so that they can pay the premiums. Agree to subsidize, during a time when the need is great, at least $2.5 million that would be beneficial for actives and retirees. Dr. Welch said that either all or none of the plans should be subsidized.

♉ Supervisor Chris Daly recommended a greater subsidy for Plan 1.

Staff Recommendation:

♉ Dr. Welch decline to vote on this motion because it does not represent all of the members.

♉ Commissioner Van Runkle agreed with Dr. Welch and stated that the Board should remember that many members are with the HMO because they do not have any other option; they can not afford Plan 1.

♉ President Zvanski reminded the Board that it takes **5 votes** for a motion to pass.

Action: Motion was moved and seconded by the Board to adopt H-78 Health Net rates.

Public Comments:

♉ Steve Kava, Deputy Chief of Staff, Mayors Budget Office, reminded the Board of how the $38 million surplus could help the City. The City provides services to the people as well as save jobs.

♉ Ed Harrington stated that the surplus has existed for 2 1/2 years and that by now, someone would have claimed the money if it were owed. Therefore, according to the auditors and the financial statements, $38 million surplus is available cash and it should not cause the Board to become demobilized. The surplus came from the following possibilities: large amount from overcharging members, greatest amount from over contributors in Plan 1, HMO gap, transgender surcharge, and interest earnings ($7.5 million last four years).

♉ The following persons expressed their concern regarding the subsidy amount and the trust fund:

- Tim O'Brien stated that he is in favor of the motion made by Commissioner Breslin because he feel that the retirees will benefit more if the subsidy was given to Plan 1 only.

- Ray Mason stated that he is in favor of the motion because the majority of the subsidy should go to Plan 1 members and that the GAP dollars belong to Kaiser not to the HMOs.

- Jean Thomas is in favor of the motion for Scenario H78 that would give subsidy to Plan 1 and agreed with Controller Harrington and Commissioner Heldfond comments regarding improving financial reporting.

- Nancy Gin supports the motion and reminded the Board that the "surplus" money is not extra money for the City but money that should remain in the trust fund.

- John Lehane supports the motion and believes that the money should remain in the trust fund and not given to the City.

- Marcus Aranda stated that the trust fund money should be used conservatively and expressed concern of the threat of mass lay off of employees from the Mayor's Office if the Health Service Board does not approve funds to the City.

- Diane Hermann stated that she is in favor of the motion and in regards to the surplus, the Board should not loan out more money than what the actuaries say is available in the trust fund.

Motion amended

Action: Motion was moved and seconded by the Board to adopt Scenarios H-78 (Health Net), B-40 (Blue Shield), and K-40 (Kaiser). Motion failed 4 to 3.

Plan 1 (D-1 and D-2)

♉ Michael Hilton stated that D-1 represents no subsidy of HMO dependents and D-2 represents $2.5 million HMO subsidy.

Staff Recommendation

♉ Commissioner Heldfond voted to support P1-52 ($6.5 million subsidy).

♉ Dr. Welch will vote no because none of the HMOs are included.

♉ Commissioner Deignan prefers status quo, but will vote yes.

- Supervisor Daly supports P1-52
- Commissioner Breslin-yes
- President Zvanski- yes
- Aleeta Van Runkle- no

Public Comments: The following persons expressed their concerns on this action item:

- Tim O'Brien stated that he wanted the trust fund maintained in a healthy way and that the Board should decide how much subsidy should be given out to all the HMOs before voting on for Plan 1 subsidy amount.

- Ray Mason stated that he would like to see Plan 1 get the highest amount of subsidy because the changing rates effects the retirees. Majority of Plan 1 membership is made up of retirees.

- Tony Sacco recommended that the Board adopt the resolution because Plan 1 is very expensive and most of the retirees belong to it.

- Nancy Gin stated that she is in favor of this motion and that it seems to be reasonable and prudent. Makes Plan 1 more attractive and encourage people to join it.

Action: Motion moved and seconded by the Board to adopt rates as specified in Plan 1 Scenario P1-52. Commissions Welch and Van Runkle voted no. Motion passed 5 to 2.

HMOs

Staff Recommendation: Commissioner Breslin recommended adopting H-78, K-40 and B-40 (all without subsidy).

Action: Motion was moved and seconded by the Board. Commissioners Breslin, Deignan, Supervisor Daly, and Zvanski, voted yes and Commissioners Heldfond, Dr. Welch, and Commissioner Van Runkle voted no. Motion failed 4 to 3.

Amendment recommendation

- Commissioner Van Runkle recommended amending Scenario H-82 subsidy amount from $2.5 million to a compromise amount of $1.5 million.

- President Zvanski said that the amendment includes H-82, K43, and B43 subsidy amount change from $2.5

<table>
<tr><td></td><td></td><td>million to $1.5 million.

Public Comments: None

Action: Motion was moved and seconded by the Board to amend scenaros H-82, K-43, and B-43 subsidy amounts from $2.5 million to $1.5 million. Votes: Commissioner Van Runkle-yes, Supervisor Daly-no, Commissioner Heldfond-yes, Commissioner Deignan- no, Dr. Welch-yes, Commissioner Breslin-no, and President Zvanski-no. Motion failed 4 to 3.

♉ Yvonne Hudson stated in clarification, that she would take to the Board of Supervisors the recommendation for status quo for the HMO plan design. There are no changes except the dollar amounts that will be effected by the 10-County Amount and the 75% Kaiser contribution and Plan 1 with the $6.5 subsidy amount (P1-52). Ms. Hudson stated that she will attend the BOS meeting with a HSB member.

<u>New Scenario</u>

♉ Supervisor Daly stated that he would support a $1 million HMO subsidy if the Board would Plan 1 and amend subsidy amount from $6.5 million to $7 million.

Public Comment: Tim O'Brien expressed interest in the new scenario.

Action: The motion was moved and seconded by the Board to increase Plan 1 subsidy amount to $7 million and give the HMOs a subsidy amount of $1 million. Votes: Van Runkle-yes, Supervisor Daly-yes, Deignan-no, Heldfond-yes, Dr. Welch- yes, Breslin-no, and President Zvanski-no. Motion failed 4 to 3.

New Scenario #2

Staff Recommendation: Commissioner Heldfond recommended increasing Plan 1 subsidy to $9 million, with the following HMO plan design: H-78, K-40, and B-40.

Public Comments: None

Action: Moved and seconded by the Board to increase Plan 1 subsidy amount to $9 million. Dr. Welch -no, Commissioner Heldfond-yes, Deignan-no, Van Runkle-no, Breslin-no, Daly-yes, President Zvanski-no. Motion failed 5 to 2.</td></tr>
<tr><td colspan="3">END OF RATES AND BENEFITS MATTERS</td></tr>
<tr><td>02132003-09</td><td>Action Item</td><td>Approval of modifications to Health Service Board Rules and Regulations - Part II - Membership and Coverage (B 1e & f, Disabled Dependents).</td></tr>
</table>

		♉ Documents provided to Board prior to meeting: *Updated HSB Rules and Regulations* and is attached as **Schedule #8**. Roland Mittica, of Towers Perrin, stated that this rule was revised to cover a person that is disabled without putting them under a higher standard rules for disability. Staff Recommendation: Approve Rules and Regulations changes as submitted. Public Comments: None Action: Motion was moved and seconded by the Board to approve rules and regulations changes. Motion passed 7 to 0.
02132003-10	**Discussion Item**	**PeopleSoft Update - (Ray Wong).** ♉ Documents provided to Board prior to meeting: *People Soft Update,* attached as **Schedule #4**. ♉ Live date for the Implementation of BAFS is March 6, 2003. People Soft Human Resources Management System (HRMS) will not be available from February 27 through March 6, 2003. ♉ Issue with the Unified School District has been resolved and on January 21, 2003, DHR hired a consultant. Public Comments: None **Agenda Item order Change** ♉ President Zvanski and the Board agreed to skip to Item #12.
02132003-11	**Discussion Item**	**Reports of Health Service System staff and legal** **Counsel regarding the following matters:** Administration (Jeff Hildebrant) ♉ The Health Service Board Elections for vacancy had only one candidate nomination form submitted and that was President Zvanski. Therefore, it appears that she will be a member of the HSB for another 5- year term. ♉ President Zvanski expressed her happiness and acceptance of her reelection to the Health Service Board. ♉ Mr. Hildebrant stated that he is currently receiving quotes and bids for the restructuring of the Health Service System Office so that it will be in compliance with HIPAA regulations. ♉ The required Privacy Notice from the Health Service

System will be part of the Open Enrollment books and will be included with materials that will be mailed out in March.

Membership Group (Diana Ferrari)

Update on Medicare enrollment

♉ Out of the 250 letters mailed out in December, there have been 70 responses, 56 letters returned, and 2 are pending. The remaining 122 persons will receive a second notice (next week) advising them that they will have until the end of March to enroll with both parts of Medicare with the effective date in July.

Status of Open Enrollment

♉ The Board received the Open Enrollment Timeline for 2003-2004, attached as **Schedule #9.**

♉ Payroll stuffers went out with paychecks last Tuesday and were delivered to the employees. Enrollment applications and envelopes have been ordered. Booklets will go to press on February 28 and a new vendor has been selected.

♉ Medical and dental plans must fax any changes to the Health Service System by next Wednesday.

City Health Plan Group (Beaulah Smith)

♉ Good news includes Medical Claims Activity report, attached as **Schedule #10**. January 31, 2003 there was 12,964 claims and dropping, 13.94 working days outstanding and claim turnaround time YTD of 17.94. The Board also received a graph of the outstanding claims for 2002-2003, attached as **Schedule #11**.

♉ Ms. Smith stated that the following procedures contributed to the improvements: (1) reassessed how business was handled and all inefficiencies in operations was corrected (2) old claims that were pending (since 1997) and had been already processed were deleted from DITIS system, (3) staff was encouraged to put up as much effort as possible while maintaining quality work. (4) goals were set (15,000 or more) and the staff worked hard to meet and achieve them.

Finance Group (Jamie Austin)

♉ The Board received an update of the Health Service System financial statements for period ended on December 31, 2002. This memorandum is attached as **Schedule #12**. Memo listed several factors that may have contributed to the $1.5 million decrease of the net assets available for health benefits. The Board also received a draft of the *Monthly Statement of Net Assets Available for*

		Health Benefits for December 31, 2002 and June 30, 2002, attached as **Schedule #13**. ♉ Commissioner Heldfond recommended having regular Finance and Budget Committee meetings that would include regular updates of the financial statements. **Recess announced** ♉ President Zvanski requested a 10-minute recess before reconvening to continue with the rates and benefits issues. **Meeting Reconvened: 3:45 PM** **New Scenario #3** ♉ Dr. Welch recommended that Plan 1 subsidy be $7 million and the HMOs subsidy amount be $1 million. Public Comments: None Action: Moved and seconded by the Board to subsidize Plan 1 with $7 million dollars with a $1 million subsidy amount for the HMOs. Commissioner Breslin-no, Dr Welch-yes, Commissioner Heldfond-yes, Deignan-no, Daly-yes, Commissioner Van Runkle-yes, and President Zvanski-no. Motion failed 4 to 3. ♉ President Zvanski declared that the Board couldn't agree to any action in regards to the HMOs. Therefore, the HMOs benefit will remain status quo by default. She will attend the BOS meeting and report the activities of the Board upon notification of date and time.
02132003-12	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin (Mike Kramer)** Documents provided to Board prior to meeting: Draft report *(Highlights) for the month of January 2003, is* attached as **Schedule #5**. Medical claims by month, (Page 5) was reduced by about 17,000 and cost went down to $3.8 million dollars. As a result rates for a single employee in Plan 1 went down to about $15. Therefore, Towers and Perrin presented to the Board a new set of scenarios for Plan 1 Jeff Hildebrant reported that only about 500 to 600 of the 17,000 claims were duplicates. Staff Recommendation: Accept report. Public Comments: None Action: Motion was moved and seconded by the Board to accept the financial report. Motion was passed 6 to 0.

		Agenda Item order Change President Zvanski announced the arrival of Controller Harrington and requested that the Board move to Item #6 on the agenda.
02132003-13	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** No reports from the HMOs.
02132003-14	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments: None
02132003-15 **Adjourn: 3:55 PM**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments: None

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

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Lobbyist Registration and Reporting Requirements

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

Special Meeting

Thursday, March 6, 2003
10:00 AM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

☐	**Call to Order**		
☐	**Roll Call**	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle	
☐	**03062003-01S**	**Action Item**	**Adoption of final rates and benefits for fiscal year 2003-2004.** Documents provided to Board prior to meeting: None Staff Recommendation: Adopt final recommendations for the Rates and Benefits for fiscal year 2003-2004. Public Comments: Action:
☐	**03062003-02S**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:
☐	**03062003-03S**	**Discussion Item**	**Opportunity for the public to place items on future agendas** Public Comments:

Adjournment

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Department of Human Resources >> Meeting Information >> Health Service Board: Full Committee

Department of Human Resources

March 06, 2003 (Special Meeting)

Health Service Board

MINUTES

Special Meeting

Thursday, March 6, 2003
10:00 AM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

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♉	**Call to Order**		
♉	**Roll Call**	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle	
			Purpose for the Special Meeting **President Claire Zvanski** President Zvanksi stated that the reason for today's Special Meeting is that the Board was not able to adopt final rates for fiscal 2003-2004. The Board of Supervisors will have Finance and Budget Committee meeting today at 1:00 PM. Supervisor Chris Daly is the Chair of that committee. The information and the rates that were developed as a result of the default action of the HSB Board and their inability to complete the business sits before the committee. The Board has been directed, instructed, and requested to complete their fiduciary duties as a Board and to come up with rates for fiscal year 2003. Failure to complete this action will result in a number of issues that will cost the City and individual members significantly. Therefore, it is

important that the Board make an effort to move forward so that the Health Service System staff may proceed with open enrollment, contractors will have a contract, members will not only have the City Plan, but a number of HMO choices.

Clarification of legal position under the charter of rates and benefits (Rebecca Saroyan, Deputy City Attorney)

♉ At the February 13, 2003 meeting, the Board was able to achieve by two-thirds vote majority (5 out of 7 members) a plan design for City Plan 1. However, no Plans were adopted for the HMOs. This is the first time in the history of the Health Service Board that this has ever occurred. No action was taken at the time. It was decided that the HMOs would remain "status quo."

♉ Ms. Saroyan stated that after further legal research of this critical issue and consultation with senior legal people, it has been determined that the charter requires a medical design that is composed of rates and benefits. It is required to have a two-thirds approval by this Board and be approved by a ¾ majority of the Board of Supervisors (9 members). Therefore, the HSB Board is obligated to adopt an HMO plan design because even if the benefits remain the same, the rates change. This would result in a change in the plan design in either the HMO and/or the City Plan. If the Board fails to adopt an HMO plan design, the City Plan would be the only option left for members to choose.

DHR Administration Timeline Report, Andrea Gourdine, DHR Director

♉ Underlined the importance of the Board to adopt a rates and benefits package for the HMOs and Plan 1 that will be adaptable to the Board of Supervisors. Failure to have a plan that includes HMOs and offers only City Plan is the same as not having any health benefits for the members.

♉ It would be impossible for City Plan 1 to be the only lone provider of health care benefits to members because:

1) The Health Service System does not have the staff nor is it equipped to supply health care benefits to the entire population. DHR does not have resources to get people or vacancies available to accommodate this type of crisis.

2) There are no facilities available to manage such an enormous project.

3) There is no money available and Ms. Gourdine would be forced to go through the Board of

			Supervisors and to the Mayor for additional financial aid. However, even with financial aid, there is not enough time to employ people and find facilities for this project. 4) As a result of the HSB crisis with the Board of Supervisors, timeline for open enrollment has been pushed back as far as possible. Open enrollment has been delayed 3 weeks. ♉ Ms. Gourdine stated that she will need an agreed upon process completed by the Health Service Board by April 8, 2003. Failure of the Board to complete this process with the Board of Supervisors' approval could result in no health benefits for members. Board Comments ♉ In response to the question of if the HSB is responsible for providing health benefits to members, Rebecca Saroyan asked Molly Stomp, from the Office of the City Attorney, to respond to the Board's inquiry. Ms. Stomp stated that several years ago the Board was involved in litigation over changes to Plan 1. The position taken before courts in that litigation is that the Health Service Board is a Board of Trustees with fiduciary responsibilities to all of the Health Service Systems' members.
♉	**03062003-01S**	**Action Item**	**Adoption of final rates and benefits for fiscal year 2003-2004.** ♉ The Board received an updated summary of the rates for Appendix A-D from Towers Perrin. This is attached as **Schedule #1**. ♉ Rebecca Saroyan reminded the Board that Plan 1 benefits was approved at the February 13, 2003, Regular HSB meeting. Any vote regarding Plan 1 would override the agreement made at the last meeting. It is necessary to state in the motion that whatever action is taken and approved today will supercede the agreement made on February 13th. ♉ President Zvanski stated that the Board understands that today's vote will override the approval of Plan 1 design at the last meeting. ♉ Dr. Welch stated that she would not support the motion because subsidy is not offered to all of the plans. ♉ Supervisor Daly stated that if the motion does not carry with the Board; he will recommend a motion of $1million or $1.5 million subsidy to the HMOs and $7.5 million dollar subsidy to Plan 1. Commissioner Van Runkle stated that she would agree to that motion.

			Public Comments: - Steve Kava, Deputy Chief of Staff of the Mayor's Budget Office, requested that the Board consider approving a subsidy amount of $12 million with respect and consideration that more than 80% of workers (members) that are not in Plan 1. - John Madden questioned the amount of money in the surplus funds and asked the Board to consider giving benefits that originally came as reduced premiums at Kaiser back to Kaiser's 1st dependant. - Tim O'Brien stated that he supports giving some of the surplus money to Plan 1; however, he would endorse and recommend some of the subsidy money to the HMOs because most of its members include people in the Health Service System and the Retired Fireman/Police Association. - Nancy Gin stated that she supports the motion as it stands and is against giving any of the surplus money to the City. - Ray Sullivan stated that he is against the motion because it not only increases the co-payment, but the approval of this action could cause the lay off of approximately 50 people. Action: Motion was moved and seconded by the Board to adopt the following scenarios: Pl-56, H-78, K-40, and B-40. Votes: Commissioner Breslin-yes, Dr. Welch-no, Commissioner Heldfond-yes, Supervisor Daly-yes, Commissioner Deignan-yes, Commissioner Van Runkle-no, and President Zvanski-yes. Motion passed 5 to 2.
♉	**03062003-02S**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments: None
♉	**03062003-03S**	**Discussion Item**	**Opportunity for the public to place items on future agendas** Public Comments: None

Adjournment: 10:35 AM

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LOBBYIST REGISTRATION AND REPORTING REQUIREMENTS

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

/03

Regular Meeting
Thursday, March 13, 2003
11:00 AM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle	
03132003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** ▪ **Regular Meeting of February 13, 2003** ▪ **Special Meeting of March 6, 2003** Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
03132003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Andrea Gourdine, Jeff Hildebrant)** ▪ **Membership Group (Diana Ferrari)** - **Update on Medicare enrollment** - **Status of Open Enrollment** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Legal Update (Rebecca Saroyan)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public Comments:

03132003-03	Action Item	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin (Towers Perrin).** Documents provided to Board prior to meeting: *Draft report for the month of February 2003.* Staff Recommendation: Accept Report Public Comments: Action:
03132003-04	**Discussion Item**	**People Soft Update – (Ray Wong)** Documents provided to Board prior to meeting: *People Soft Conversion Update.* Public Comments:
03132003-05	**Discussion Item**	**Mayor's Budget Office Update (Ben Rosenfield, Director)** Documents provided to Board prior to meeting: None Public Comments:
03132003-06	Action Item	**Adoption of final rates and benefit plan design for City Plan 1, Blue Shield, Health Net and Kaiser medical plans for fiscal year 2003-2004.** Documents provided to Board prior to meeting: *none* Staff Recommendation: Adopt final rates and benefit plan design for City Plan 1, Blue Shield, Health Net and Kaiser medical plans for fiscal year 2003-2004. Public Comments: Action:
03132003-07		**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: *none* Public Comments:
03132003-08	Discussion Item	**Opportunity to place items on future agendas.** Public Comments:
03132003-09 Adjourn	Discussion Item	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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SUMMARY OF HEALTH SERVICE BOARD RULES REGARDING CELL PHONES AND PAGERS

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- The chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule.

The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code and in the Rules and Regulations of the Health Service System.

HEALTH SERVICE BOARD

NOTICE AND AGENDA

Special Meeting
Thursday, April 10, 2003
12:00 Noon

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

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☐	**Call to Order**		
☐	**Roll Call**	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle	
☐	**04102003-01S**	**Discussion Item**	**Public comment on all matters pertaining to the closed sessions.** Public Comments:
☐	**04102003-02S**	**Action Item**	**Vote on whether to hold closed sessions to hear appeals and to confer with legal counsel** (San Francisco Administrative Code section 67.10(d)). Staff Recommendation: Hold closed sessions Public Comments: Action:

CLOSED SESSIONS PURSUANT TO ARTICLE I, SECTION 1 OF THE CALIFORNIA CONSTITUTION AND PURSUANT TO GOVERNMENT CODE SECTIONS 54956.9(C) AND 54956.9(B)(3) AND SAN FRANCISCO ADMINISTRATIVE CODE SECTION 67.10(D)

Closed Session I: Consideration of the following appeal pursuant to Section 12.200(5)

☐	**04102003-03S**	**Action Item**	**Appeal to waive the 25% penalty for not obtaining authorization for a MRI procedure. (HSS No. 56046-00).** Staff Recommendation: Deny member's request to waive 25% penalty.
☐	**04102003-04S**	**Action Item**	**Appeal to receive reimbursement for mental health treatments denied for not obtaining authorization from UBH (HSS No. 41532-00).** Staff Recommendation: Deny member's request for reimbursement treatments.

RECONVENE IN OPEN SESSION

☐ **04102003-05S**	**Action Item**	**Possible report on action taken in closed session** (Government Code section 54957.1(a)(2) and San Francisco Administrative Code section 67.12(b)(2)). Action:
☐ **04102003-06S**	**Action Item**	**Vote to elect whether to disclose any or all discussions held in closed session** (San Francisco Administrative Code section 67.12 (a)). Action:
☐ **04102003-07S**	**Discussion Item**	**Opportunity to place items on future agendas.**
☐ **04102003-08S**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

Adjourn

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE
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Department of Human Resources

April 10, 2003 (Special Meeting)

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MINUTES

Special Meeting
Thursday, April 10, 2003
12:00 Noon

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

♉	**Call to Order**		
♉	**Roll Call**	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan, Excused Commissioner Scott Heldfond Commissioner Aleeta Van Runkle, Excused	
♉	**04102003-01S**	**Discussion Item**	**Public comment on all matters pertaining to the closed sessions.** Public Comments: None
♉	**04102003-02S**	**Action Item**	**Vote on whether to hold closed sessions to hear appeals and to confer with legal counsel** (San Francisco Administrative Code section 67.10(d)). Staff Recommendation: Hold closed sessions Public Comments: None Action: Motion was moved and seconded by the Board to hold closed session. Motion passed 5 to 0.
Closed sessions pursuant to Article I, Section 1 of the California Constitution and pursuant to Government Code sections 54956.9(c) and 54956.9(b)(3) and San Francisco Administrative Code section 67.10(d)			
Closed Session I: Consideration of the following appeal pursuant to Section 12.200(5)			
♉	**04102003-03S**	**Action Item**	**Appeal to waive the 25% penalty for not obtaining authorization for a MRI procedure. (HSS No. 56046-00).**

			Staff Recommendation: Deny member's request to waive 25% penalty. Action: Motion was moved and seconded by the Board not to disclose. Motion passed 5 to 0.
♉	04102003-04S	Action Item	**Appeal to receive reimbursement for mental health treatments denied for not obtaining authorization from UBH (HSS No. 41532-00).** Staff Recommendation: Deny member's request for reimbursement treatments. Action: Motion was moved and seconded by the Board not to disclose. Motion passed 5 to 0.
Reconvene in Open Session			
♉	04102003-05S	Action Item	**Possible report on action taken in closed session** (Government Code section 54957.1 (a)(2) and San Francisco Administrative Code section 67.12(b)(2)). Action: Motion was moved and seconded by the Board not to report. Motion passed 5 to 0.
♉	04102003-06S	Action Item	**Vote to elect whether to disclose any or all discussions held in closed session** (San Francisco Administrative Code section 67.12 (a)). Action: Motion was moved and seconded by the Board not to disclose. Motion passed 5 to 0.
♉	04102003-07S	Discussion Item	**Opportunity to place items on future agendas.**
♉	04102003-08S	Discussion Item	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

Adjourn

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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Regulations. A copy of these Rules and Regulations is available at any time upon request. For further assistance, please call the Commission Secretary, Arnetta Brown by phone at (415) 554-1727 or by fax at (415) 554-1752.

HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

www.sfgov.org

DISABILITY ACCESS

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting

Thursday, April 10, 2003
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle	
04102003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** ▪ **Regular Meeting of March 13, 2003** Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
04102003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ Administration (Yvonne Hudson, Jeff Hildebrant) - Rate Approval Update - HIPAA Update - Contract Status Update ▪ Membership Group (Diana Ferrari) - Update on Medicare enrollment - Status of Open Enrollment ▪ City Health Plan Group (Beaulah Smith) ▪ Finance Group (Jaime Austin) ▪ Legal Update (Rebecca Saroyan) Documents provided to Board prior to meeting:

		- *Claims Processing Status Report* - *Notice of HSS Privacy Practices* Public comments:
04102003-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin (Towers Perrin).** Documents provided to Board prior to meeting: *Draft report for the month of March 2003.* Staff Recommendation: Accept Report Public Comments: Action:
04102003-04	**Discussion Item**	**People Soft Update – (Ray Wong)** Documents provided to Board prior to meeting: None Public Comments:
	FINANCE AND BUDGET MATTERS	
02132003-05	**Discussion Item**	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
	END OF FINANCE AND BUDGET MATTERS	
04102003-06		**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: *none* Public Comments:
04102003-07	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
04102003-08 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

Regular Meeting

Thursday, April 10, 2003
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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CANCELLED

Call to Order		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott [illegible] Comm[illegible]oner [illegible]ee[illegible]an Kunk[illegible]	
041[illegible]003-01	**[illegible]tion [illegible]**	**[illegible] (w[illegible]ible modifications) of the minutes of the [illegible]ing meeting:** ▪ **Regular Meeting of March 13, 2003** Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
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SUMMARY OF HEALTH SERVICE BOARD RULES REGARDING CELL PHONES AND PAGERS

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The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code and in the Rules and Regulations of the Health Service System.

see "amended" agenda

HEALTH SERVICE BOARD

NOTICE AND AGENDA

Regular Meeting

Thursday, May 8, 2003
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	**President Claire Zvanski** **Vice President Melissa Welch, MD, MPH** **Commissioner Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle**	
05082003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** - **Regular Meeting of March 13, 2003** - **Special Meeting of April 10, 2003** Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:

05082003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:**
		- **Administration (Yvonne Hudson, Jeff Hildebrant)**
		  - **Rate Approval Update**
		  - **HIPAA Update**
		  - **Contract Status Update**
		- **Membership Group (Diana Ferrari)**
		  - **Update on Medicare Enrollment**
		  - **Status of Open Enrollment**
		- **City Health Plan Group (Beaulah Smith)**
		- **Legal Update (Rebecca Saroyan)**
		Documents provided to Board prior to meeting:

		- *Claims Processing Status Report* - *Notice of HSS Privacy Practices* Public comments:
05082003-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin (Towers Perrin).** Documents provided to Board prior to meeting: None Staff Recommendation: Accept Report Public Comments: Action:
05082003-04	**Discussion Item**	**People Soft Update – (Ray Wong)** Documents provided to Board prior to meeting: None Public Comments:
		FINANCE AND BUDGET MATTERS
02132003-05	**Discussion Item**	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
		END OF FINANCE AND BUDGET MATTERS
05082003-06	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: ▪ Kaiser Permanente/Memo and Email Public Comments:
05082003-07	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
05082003-08 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

www.sfgov.org

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

AMENDED

Regular Meeting

Thursday, May 8, 2003
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City Hall, Room 416
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		Public comments:
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05082003-05	**Discussion Item and Possible Action Item**	**Update on Surviving Spouse/Domestic Partner Health Plan Subsidy - (Diana Ferrari)** Documents provided to Board prior to meeting: None Staff Recommendation: Prospectively correct affected member accounts to reflect the correct health plan rate. Public Comments:
FINANCE AND BUDGET MATTERS		
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Department of Human Resources

May 08, 2003

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Health Service Board

Minutes

Regular Meeting

Thursday, May 8, 2003

1:00 PM
City Hall, Room 416
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San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly (Arrived after Item #1) Commissioner James Deignan, Absent Commissioner Scott Heldfond (Arrived after Item #1) Commissioner Aleeta Van Runkle	
05082003-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: • Regular Meeting of March 13, 2003 • Special Meeting of April 10, 2003 Staff Recommendation: Approve draft minutes Public Comments: • Rebecca Saroyan stated that she reviewed the March minutes and submitted amendments required under the Sunshine Ordinance. Additional details of speakers in the public comment section of the minutes should include name, the position of the speaker when a motion is given, and a brief statement. The Commission Secretary, Arnetta Brown, confirmed that the minutes do reflect the

		changes and are in accordance with the Sunshine Ordinance. Action: Moved and seconded by the Board to approve the Regular Meeting minutes of March 13, 2003 and the Special Meeting minutes of April 10, 2003. Motion passed 4 to 0.
05082003-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration Rate Approval Update (Yvonne Hudson) • The Board of Supervisors approved the rates at its April 1, 2003 meeting and finalized them at its April 8, 2003 meeting. All of the rates have been prepared and are now in the open enrollment materials. HIPAA Update (Jeffrey Hildebrant) • The Board received a copy of the Notice of the City and County of San Francisco Health Service System Privacy Practices, attached as Schedule #1. This notice describes how health information about a person may be used and disclosed and how to get access to this information. Use and disclosure of health information constitutes Protected Health Information (PHI) as defined in the Privacy Rule of the Administrative Simplification provision of the Health Insurance Portability and Accountability Act (HIPPA) of 1986. • HIPPA regulations went into effect by the Health Service System in April 2003. HSS was successful in meeting the deadline in the distribution of the HIPPA notice to all employees and members. Notices were included in the payroll distribution, in the open enrollment packet, and in the HSS web site. HIPPA privacy officers are Jeffrey Hildebrant and Antoinette Candelaria. • In accordance with HIPPA regulations, HSS has made the following adjustments: - Created a separate interview room for City Plan members that come in for consultation with a Benefits Analyst at the HSS Office. - Membership files are now enclosed and secured in a locked room. The membership and claims records are in separate rooms as per the Protected Health Information policy

(PHI).

- Completed internal HIPPA training with HSS staff.

- Currently working with other departments to ensure process is compliant with the HIPPA regulations.

- HIPPA forms for employees have been created and distributed to the departments. The forms must be filled out and signed by the employee and faxed to the HSS office before information can be released.

Contract Status Update (Jeffrey Hildebrant)

- There are 13 contracts up for renewal on July 1, 2003 and the processing of these contracts are split with the City Attorney's Office. The HMO contracts are handled by the City Attorney's Office.

- The RFP for claims outsourcing is still in progress and is being reviewed by HSS.

Membership Group (Diana Ferrari)

Update on Medicare Enrollment

- 250 Medicare enrollment letters were originally mailed on December 27, 2002.

- A final notice was mailed on February 24, 2003 to 175 members who had not responded to the first letter. As of May 2, 2002 Membership received:

  - 142 responses

  - 27 returned letters

  - 81 members have not responded

Status of Open Enrollment

- Open Enrollment begins next Monday, May 12, 2003 and continues for two weeks.

- Vendors will meet tomorrow between 1:00 and 3:00 PM at City Hall to set-up and drop off supplies.

- Open Enrollment packets were mailed last week.

- All Commissioners (91) received the retiree packet rather than the active packet; the problem has been corrected.

- Membership phone hours will be extended from 10 AM to noon Tuesdays and Thursdays to 9:00 AM to noon during the Open Enrollment.

- People Soft informed Membership staff that the Open Enrollment process, which prepares the system to accept Open Enrollment changes, would not be completed until next week. As a result, staff cannot be trained to process Open Enrollment applications until sometime next week. This could hinder staff being able to make the June 6, 2003 deadline to enter all changes.

City Health Plan Group (Beaulah Smith)

- The Board received Medical Claims Activity for week ending April 25, 2003 and a graph of outstanding claims for fiscal year 2003-04. This report is attached as Schedule #2.

  - Claims outstanding - 13,059

  - Working days outstanding - 14.18

  - Claim turnaround time YTD - 13.93

- Medical Claims Activity report for week ending March 28, 2003 and a graph of outstanding claims for fiscal year 2003-04 is attached as Schedule #3.

  - Claims outstanding - 11,719

  - Working days outstanding - 12.55

  - Claim turnaround time YTD - 12.94

- The April increase is higher than March primarily because the temporary staff was reduced to 3 employees for 3 days of processing (budget cuts). Hopefully, they will be brought back to full time by July 1, 2003.

- Claims staff continues to work with the DTIS People Soft implementation team to finalize the interface between People Soft and the Wang systems. This interface is required to update the Wang with the new enrollees and eligibility status changes, including terminations and delinquencies. This effects how claims are processed, eligibility, and benefits quotes.

		Administration (Yvonne Hudson) • Bob Hencier, former HSS Finance Manager, turned in his resignation, effective April 16, 2003. DHR Director, Andrea Gourdine and Jamie Austin are assisting in filling this Class1824 position. Legal Update (Rebecca Saroyan) • Currently received renewal contracts for Health Net and Kaiser but have not received anything from Blue Shield. • Ms. Saroyan stated that President Zvanski and Commissioner Breslin, as well as a public speaker at the last HSB meeting, requested a definition be given for trust. Deputy City Attorney, Molly Stump, has been invited to attend the next HSB meeting and give a report regarding the definition of trust. She has spoken to the Health Service Board before as to the preparation for the Court of Appeals. Public comments: None
05082003-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin (Towers Perrin). • Mike Kramer reported that there aren't any financial reports because People Soft has not given reports that show income for Plan 1 which is necessary information for Towers Perrin's annual rating and monitoring expenses of the trust, etc. Heidi Martindill, of Towers Perrin presented the CCSF Preliminary Claims Analysis report, attached as Schedule #4. This report shows that the total number of claims over $100,000 has increased to 26 from July 1, 2002 to April 30, 2003, versus only 7 in April 2002. Total claims paid YTD are $32.8 million (divided into 4 categories that are produced by the Wang System). This total does not include Rx or vision. The hospitalization category has increased to over $7 million from last year. • Mike Kramer stated that he will work with the Claims staff to get more information (i.e., general demographics, case management) and analysis regarding causes for the significant increase of ($100,000) claims and dollars. Staff Recommendation: Accept Report Public Comments:

		• Jean Thomas asked for clarification of the due date for out sourcing in the claims department. Yvonne Hudson confirmed the date to be July 2004. • Ms. Thomas asked how the HSS staff will be impacted by the budget deficient for next year. Ms. Hudson assured her that HSS will not be losing any staff and the current level of staffing will remain the same. • Diane Herman recommended claims staff should spend more time examining management of claims expenses by vendors to determine if it is in accordance with their contracts before hiring consultants. The Board stated that Beech Street Case Management handles this issue. • Amy Norland, of Beech Street stated that they handle case management for the City Health Plan and charges are on an hourly basis. There was no charge for research of the 26 large claims cases over the past year. Beech Street does like to do case management if it will not result in a savings to the plan. Case management is totally voluntary and the member has the right to reject Beech Street in preference to his or her own doctors or hospitals. Ms. Norland stated that she would research all 26 claims and case management and see how money was saved on each. • Beaulah Smith confirmed to the Board that claims over $100,000 are sent for utilization review for medical necessity, length of stay and appropriateness of charges. A Beech Street medical doctor does the review. Claims are paid based on the Beech Street medical review determination. Action: None
05082003-04	Discussion Item	People Soft Update - (Ray Wong) Open Enrollment • The PeopleSoft BAFS runs a COBOL program to prepare the application to take open enrollment data. Because it took 20 hours to run the program, the system had to be partitioned into manageable segments. The PeopleSoft system went down twice this week because of backup failure. Mr. Wong stated that DTIS did not notify him of the failure of the backup (last evening) until the next morning at 6AM. The system went down again this morning until 12 noon and last Tuesday until 12 noon. • DTIS (located at 1 Market Data Center) is

responsible for the server and the data base administration as well as the maintenance of the hardware and software (both production & development system). These services are financed by DHR. The issues with DTIS are being addressed through the development of a service level agreement between DHR and DTIS. Purpose of this written agreement is, like a MOU contract, to clarify expectations, responsibilities, escalation procedures, emergency telephone numbers, etc.

- Mr. Wong stated that the reason a financial report was not generated for Towers Perrin for today's meeting is because he did not get a request for numbers from HSS Accounting or from anyone in his staff. Therefore, he was not aware that a report was expected and asked the Commissioners for better clarification of their expectations.

- Yvonne Hudson stated that as a part of the process of providing information to the People Soft team, a list of all of the reports that HSS was getting (from the Wang at DHR) prior to the implementation of the new system was given to the team. This list also included the timetable on which the reports were run and it was expected that these monthly reports would continue to be generated and implemented through the new People Soft system.

- Mr. Wong stated that the list of WANG-based reports was not sufficient to develop new reports from the People Soft BAFS and that the WANG format reports were not necessarily relevant or replicable in BAFS. Consequently, HSS staff would have to develop the definitions and requirements that the IS Division staff would be using as the basis for developing the needed financial reports.

- Chair Heldfond requested that the DTIS team be invited to the next Finance & Budget meeting.

- Ray Wong stated that pending resolution of processing and communication issues, a financial report should be available for the next meeting Finance & Budget meeting. Mr. Wong also assured the Board that DTIS is fully aware of the obligations and commitments necessary to assure that open enrollment will start promptly and end successfully.

BAFS Report (Ray Wong)

- City Plan interface is complete and was provided to DTIS yesterday for implementation.

		• The delinquency process has not been run for two reasons: 1. Delays because the Unified School District (USD) biweekly and monthly interface files were returned to DHR and USD failed to accept DHR files for deductions. As a consequence of this, the posting and reconciliation process is incomplete. This caused problems with payments to the vendor, etc. 2. USD failed to send an HR daily interface which consists of additions and deletions and changes in the district. As a result, DHR technical staff has to perform the daily input. • HSS accounting staff is building the new rate tables with the assistance of a DHR support analyst. Benefits administration is a priority and an assigned DHR technical staff person works on it 75% of his/her time. • Jamie Austin confirmed to the Board that half of the $600,000 budget to DTIS from HSS has been expended. However, the department sends the bills at the end of the year and usually that amount is equally spent. Ray Wong reminded the Committee that last year DTIS over expended the DHR budget in addition to spending $300,000 of the People Soft budget without reporting it. The money was paid out through FAMIS instead of by the accounting process. Public Comments: None
05082003-05	Discussion Item and Possible Action Item	Update on Surviving Spouse/Domestic Partner Health Plan Subsidy - (Diana Ferrari) • The Board received the following documents prior to the meeting: 1. Memo regarding the qualifications and eligibility of a surviving spouse to participate in one of the health and/or dental plans that is currently available to active and retired employees of the City and County of San Francisco, San Francisco Unified School District, and the San Francisco Community College District. This document is attached as Schedule #5. The surviving spouse will not be entitled to have monthly premium subsidized by the CCSF if they will not be entitled to a deceased member's monthly retirement check or if they take a lump sum from the retirement

		fund. The memo also informs the member that they will be required to pay a higher monthly premium for their medical coverage. 2. The Board received an outline of the "Surviving Spouse Coverage," attached as Schedule #6. This outline includes answers to the following most asked questions: - What is the definition of a Surviving Spouse? - What makes a Surviving Spouse eligible for subsidy? - Why are 197 Surviving Spouses no longer eligible for subsidy? - Why was this not discovered earlier? - What action did the Health Service System take? - Will the 197 Surviving Spouses lose medical coverage? - How will these situations be handled in the future? Board Comments • Commissioner Breslin stated that Section A8.425 of the Charter is very confusing and it is hard to understand who is covered with the way it is written. She has received many letters regarding this issue and feels that it is unfair to change or question benefits a person has been receiving for over 20 years at an affordable rate. Today's rates are so high that medical coverage would be unaffordable, which is the same as taking away benefits. • Rebecca Saroyan confirmed to the Board that she will review the surviving spouse issues and give an update in case there are appeals. Commissioner Breslin requested clarification of Section A425 regarding resigned employees. Public Comments: None
FINANCE AND BUDGET MATTERS		
02132003-06	Discussion Item	Report on activities of the Finance and Budget Committee (Commissioner Heldfond). • The restructuring of financial reports was the

		main topic of discussion with Jamie Austin, Yvonne Hudson and staff with actuaries, Towers Perrin. The Committee reviewed sample financial reports with the following changes: - Isolate revenues by plan (Health Net, Kaiser, Blue Shield, and City Plan) and split and size according to number of participants. - Reserves plus sub accounts, and plan expenses and HSS accounting were reviewed. - Pie charts regarding expenses and how they are being spent was presented were reviewed. • Jean Thomas and others of the public that were attendees offered great ideas and suggestions for improving financial statements. Public Comments: None
END OF FINANCE AND BUDGET MATTERS		
05082003-07	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). Documents provided to Board prior to meeting: Kaiser (Jane Fronk) • Kaiser is making changes to their contracted hospital network in Stanislaus County. Effective April 1, 2003, the contract between Kaiser Permanente and Memorial Hospital Association in Modesto will terminate. Kaiser sent a memo to their members regarding this change in February 2003. This memo is attached as Schedule #7 and an email notification to the Health Service Board is attached as Schedule #8. As of April 1, 2003 Emanuel Medical Center in Turlock, CA, Stanislaus Surgical Hospital in Modesto, CA, and Dameron Hospital in Stockton, CA will become Stanislaus County Kaiser Permanente contract hospitals for inpatient services. Health Net (Joanne Haggerty) • Health Net has completed a 2-year contract with CHW that will be effective until March 31, 2005. • As of July 1, 2003, San Francisco General will not contract with Health Net. Ms. Haggerty stated

		that Health Net enlisted the services of Commissioner Aleeta Van Runkle and her staff for help in extending the contract. The reasons for the termination of the contract by the hospital were administrative. Dr. Welch stated that the Office of Managed Care at San Francisco General Hospital used to report to her and that she will meet and discuss the administrative issues and resources with Commissioner Van Runkle and the Director of Health. • Ms. Haggerty stated that it is a requirement of the Department of Managed Care to send out a 30-day notification to all members regarding the termination of the contract. Blue Shield (Linda Patron) • Ms. Patron stated that they will get an update regarding contract with San Francisco General and will consult Dr. Welch for assistance, if needed. Otherwise, Blue Shield is doing well and there aren't any changes to report. • Commissioner Heldfond stated that many years ago he once served on the regional board for CHW and St Francis; however, for the public record, he is no longer associated with either board. Public Comments: None
05082003-08	Discussion Item	Opportunity to place items on future agendas. • Surviving Spouse • Financial Issues- Jamie Austin • BAFS - Ray Wong Audit Recommendation (Supervisor Chris Daly) • Supervisor Daly stated that he will introduce a resolution at the Board of Supervisors to conduct an audit of the Health Service System by the Budget Analyst, Harvey Rose. The purpose of the audit is to clarify the origin of the money in the trust fund and/or reserves and get recommendations from Mr. Rose on how to get the department to operate more efficiently. • Commissioner Heldfond requested having the HSB Finance and Budget Committee included in the discussions and processing of the trust fund/reserves with Mr. Harvey Rose and the budget staff.

		• Supervisor Daly assured the Board that the cost of the audit will not be charged back to the HSS. The Budget Office has a line item from the savings in the Board of Supervisor's general fund for departments. The cost of the HSS audit will come from this fund. Public Comments: None
05082003-09 Adjourn: 3:07 PM	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: None

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HEALTH SERVICE BOARD

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NOTICE AND AGENDA

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Regular Meeting

Thursday, June 12, 2003
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President Claire Zvanski** **Vice President Melissa Welch, MD, MPH** **Commissioner Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle**	
06122003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of May 8, 2003 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
06122003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Yvonne Hudson, Jeff Hildebrant)** - Contracts Status Update - RFP Update - Surviving Spouse Subsidy Update - Proposed Charter Amendment ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Legal Update (Molly Stump)** - Trust Fund Discussion Documents provided to Board prior to meeting: - *Claims Processing Status Report* - *Letters to Spouses* Public comments:

06122003-03	Action Item	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin and HSS Finance (Towers Perrin and Jamie Austin, DHR).** Documents provided to Board prior to meeting: *Consultant's Report for June 2003* Staff Recommendation: Accept Report Public Comments: Action:
06122003-04	Action Item	**Election of Health Service Board Officers (President and Vice President) for Fiscal Year 2003-2004** Documents provided to Board prior to meeting: None Staff Recommendation: None Public Comments: Action:
FINANCE AND BUDGET MATTERS		
06122003-05	Discussion Item	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
END OF FINANCE AND BUDGET MATTERS		
06122003-06	Discussion Item	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
06122003-07	Discussion Item	**Opportunity to place items on future agendas.** Public Comments:
06122003-08 Adjourn	Discussion Item	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources >> Meeting Information >> Health Service Board: Full Committee

Department of Human Resources

June 12, 2003

Health Service Board

MINUTES

Regular Meeting

Thursday, June 12, 2003

1:00 PM

City Hall, Room 416

1 Dr. Carlton B. Goodlett Place

San Francisco, CA 94103

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Call to Order000000		
Pledge of Allegiance		
Roll Call	President Claire Zvanski Vice President Melissa Welch, MD, MPH Commissioner Karen Breslin Supervisor Chris Daly, Excused Commissioner James Deignan, Excused Commissioner Scott Heldfond Commissioner Aleeta Van Runkle * *All attachments are available to public at meetings and upon request.*	
06122003-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of May 8, 2003 Staff Recommendation: Approve draft minutes Public Comments: None Action: Moved and seconded by the Board to approve with amendments, the draft minutes of May 8, 2003. Motion passed 5 to 0.

06122003-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration Contracts Status Update (Jeff Hildebrant) • There are 13 contracts up for renewal on July 1, 2003. The Board received the "HSS Vendor Contract Renewal Update" and this document is attached as *Schedule #1. ING/Reliastar and Pacific Union are the only vendors that have 2-year contracts (07/01/03-06/30/05). RFP Update • The HSS staff RFP committee agreed to move forward 4 RFPs to the full board after completing their review and scoring of a total of 14 proposals. The project is currently on hold pending a meeting of DHR Director, Andrea Gourdine with the Mayor in regards to funding. • Yvonne Hudson stated that the review panel preference is to choose a vendor whose proposal is closest to a full service offer to claims (i.e., network, claims processing, mental health). The RFP required the vendors to give details of all services used by City Health Plan claims unit. Surviving Spouse Subsidy Update (Yvonne Hudson) • Letters regarding extension of health insurance subsidy for an additional 90 days, to September 1, 2003, were sent to 197 members effected by the surviving spouse subsidy issue. The (2) letters, dated May 29, 2003, announced that further time was needed to review the matter. One letter, attached as Schedule #2 was sent those who had already paid the premium rate and/or who had not responded at all. The second letter, Schedule #3 was sent to those that had requested termination of their coverage and may wish to be reinstated at the former cost. Proposed Charter Amendment (Yvonne Hudson) • The proposed Charter amendment has been withdrawn. The number of persons not covered in the School District and Community College as of March: - 8,300 active employees and 4,300 retirees from the School District

- 2,000 actives and 751 retirees from the Community College.

All of these members either receive benefits from the Health Service System or declared themselves exempt.

Membership Group (Yvonne Hudson)

- Open Enrollment period ran from May 12-23, 2003. Staff assisted 3,487 members at the City Hall site, an average of 349 members per day.

- 6,244 applications were processed by the June 6, 2003 deadline.

- 544 pending letters sent out and processing of applications will continue after response from member.

- Open enrollment files will not go to vendors until Monday, June 16, 2003 and as a result, members will not receive their membership cards until after July 1, 2003.

- 250 Medicare enrollment letters were originally mailed on December 27, 2002. A final notice was mailed on February 24, 2003 to 175 members who had not responded to the first letter. As of June 10, 2002 HSS received:

  - 162 responses

  - 22 returned letters

  - 66 members have not responded

City Health Plan Group (Beaulah Smith)

- The Board received the Medical Claims Activity Report, attached as Schedule #4. Statistics for the week ending May 30, 2003 are as follows:

  - Claims outstanding - 15, 431

  - Working Days Outstanding - 16.91

  - Turnaround time YTD- 15.19

- Steps taken to reduce inventory include receiving approval from DHR to bring back the 3 temps that were hired for 3-day work weeks only and increase time to 5-days per week, and hiring 2 additional temporary workers for 5 days per week.

- Received City Plan interface file, CHP eligibility information can now be sent to vendors (Beech Street, Express Scripts, UBH, etc.).

- City Health Plan guides for actives and retirees will be mailed by the end of June and will be available soon on the DHR web site.

Payments Over $100,000 (Amy Nordland of Beech Street)

- The Board received an overview from Beech Street regarding "Points of Interest/Payments Over $100,000." This overview is attached as Schedule #5 and covers fiscal years 2002-2003 and

  2001-2002. The Board also received Claims Payments Over $100,000 for July 1, 2002-April 30, 2003, attached as Schedule #6.

- All cases were pre-certified and reviewed for medical necessity and channeling to in network facilities was attempted.

- All charges were found to be appropriate for the level of care provided or adjusted appropriately.

Legal Update (Molly Stump)

- Ms. Hudson introduced City Attorney, Molly Stump to the Board as temporary replacement during the absence of Deputy City Attorney, Rebecca Saroyan.

Trust Fund

- Ms. Stump stated that the Charter defines the purpose and extent of purpose of the Health Service fund as well as the duties and responsibilities of the Health Service Board members.

- The California Trust Law provides a general variety of definitions of duties and responsibilities of a trustee. Per the request of the Commissioners, Ms. Stump will provide a written synopsis of the duties of a trustee that is relevant to the HSB members from the California Trust Law.

Public comments:

- Diane Hermann stated that she is aware of a lifetime cap of $2 million, but was not aware of a yearly cap and requested clarification of the exhausted CHP benefits (plan year) noted in Beech

		Street's July 1, 2002-April 30, 2003 report regarding claim payments over $100,000 (Schedule #6). • Amy Nordland of Beech Street, stated that MediCal took over the cost and the patient still has benefits and will receive the same level of care. Case Management is excluded; therefore, the HSS is not charged. Beech Street will do Case Management and will review the case for the next plan year and negotiate the benefits. • Beaulah Smith said that the statement that "the City Health Plan pays up to 120 days per plan year" is listed in the City Health Plan Guide for Actives (page 25) and has been listed in the CHP guide for several years. • Ken Tray, Executive Board of United Educators of San Francisco, stated that he was not notified of any recommended changes to the charter amendment and requested that in the future, the Board include him in discussion regarding any changes to the Health Service System or the Charter. He was informed that the Board of Supervisors made the Charter amendments and that the HSB was not involved with the changes. • Commissioner Heldfond requested to Mr. Ken Tray, that the HSB would appreciate better cooperation and customer service from the technology staff during the People Soft conversion. President Zvanski stated that the members of the School District are at a disadvantaged in regards to benefits when the employer does not have staff with technological knowledge required to supply information needed by DHR and DTIS in order to complete the People Soft conversion. • Nancy Gin wanted to know if there is any agency, federal or state, that overseers the public employee's trust. President Zvanski stated that the Charter regulates the actions of the Health Service Board members.
06122003-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin and HSS Finance (Towers Perrin and Jamie Austin, DHR). • Jamie Austin presented to the Board a report regarding the "Activity for HMOs and City Plan, July 2002-2003, Updated." This document is attached as Schedule #7. The Finance and Budget Committee members requested more (complete) details regarding the activity of the entire trust, as well as the medical, transgender, and dental activities, and this report should be presented to the full board on

		June 12, 2003. Depending on the progress of the Benefits Administration and Financial System (BAFS), an updated format (with assistance of Harold Guetersloh, DHR consultant) with more information will be developed and presented to the HSB during the July 10, 2003 meeting. • Commissioner Breslin requested that a separate line for revenues showing city contributions for retirees. • Mike Kramer presented the "Consultant's Report for June 2003" attached as Schedule #8. Financial report made by Jamie Austin is up to April 2003 and the financial report from Towers Perrin is to May 2003. Mr. Kramer reported positive results from the reconciliation meeting held with Jamie Austin and Harold Guetersloh several weeks ago. The comparison in numbers in the financial report resulted in less than 1% difference in revenue in April and even less in expenses. • The HMO data will be provided by DHR/HSS instead of Towers Perrin and as a result, will save the Health Service System the cost of consultant fees. The Towers Perrin's report from now on will focus entirely on the City Heath Plan (CHP). Gratitude and appreciation for resolution and accomplishment of this issue was extended to Yvonne Hudson and Jamie Austin. Staff Recommendation: Accept Report Public Comments: • Jean Thomas of the Retirees' Association suggested that Towers Perrin should include in their report an occasional footnote regarding the gap dollars and investment earnings estimate. Action: Motion was moved and seconded by the Board to approve the financial report. Motion passed 4 to 0.
06122003-04	Action Item	Election of Health Service Board Officers (President and Vice President) for Fiscal Year 2003-2004 HSB President Nomination • Nomination was moved and seconded by the Board to elect Dr. Welch as the President of the Health Service Board. Public Comments: None

		Action: Moved and seconded by the Board to elect Dr. Melissa Welch as the President of the Health Service Board for fiscal year 2003-2004. Motion passed 4 to 0. HSB Vice President Nomination • Nomination was moved and seconded by the Board to elect Commission Karen Breslin as the Vice President of the Health Service Board. Public Comments: None Action: Moved and seconded by the Board to elect Commissioner Karen Breslin as the Vice President for the Health Service Board for fiscal year 2003-2004. Motion passed 4 to 0.
FINANCE AND BUDGET MATTERS		
06122003-05	Discussion Item	Report on activities of the Finance and Budget Committee (Commissioner Heldfond). • Commissioner Heldfond requested that copies of the "Draft Minutes" of the last Finance and Budget Committee meeting be made available to the public at the HSB meeting. He stated that the minutes are excellently written and the information would be very helpful to public as an updated report is given. The Board agreed and the Commission Secretary, Arnetta Brown, agreed to have the report available with the title of DRAFT MINUTES at the top of the report until it has been approved by the Finance & Budget Committee. • The last Finance and Budget Committee meeting was held on June 2, 2003. The financial reports given by Towers Perrin and Jamie Austin establish the status and goals implemented by the Committee. • Approval was given to hire a Class 1675 (Supervising Fiscal Officer) to help in the financial reporting. • The HSS/DHR staff rectified the importance of having a financial report from Towers Perrin. The combination of financial reporting from Towers Perrin and Jamie Austin made the reports easier to understand. • Ray Wong and DTIS presented special reports to the Committee. DHR Budget Update, Ted Yamasaki, Deputy Director, Admin.

		• DHR Director, Andrea Gourdine requested that each of the Deputy Directors and Division Managers to submit proposals for reduction for 10%, 20%, and 25% of their current operating budget. As a result of the submissions and after careful review, Andrea Gourdine decided in the DHR Budget report to the Mayor's Office, that there will be no reduction of staff or services in the HSS Division. As a result, the DHR budget includes: - Staff reduction including the elimination of 22 positions - 13 lay off notices issued in the department. - Consolidated and eliminated a number of administrative services. The Merit Division will provide tier level of services to the City and County of San Francisco. - Andrea Gourdine and the Mayor's Office decided to give a gift to the HSS Financial Division by adding a new Class 1675, Supervising Fiscal Officer. Director Gourdine, Yvonne Hudson, Jeffrey Hildebrant, Jamie Austin, and Ted Yamasaki are currently working closely with the Board of Supervisor's Budget Analyst for justification of this new class. Next hearing with the BOS Budget Committee is June 25, 2003. • Mr. Yamasaki stated that Andrea Gourdine is concerned about DHR's budget for next year. She requested that the HSB Board observe the efficiencies of operations department-wide as well as the importance of working closely with Yvonne Hudson and Jeffrey Hildebrant to ensure established plans to deal with contingencies that may become necessary. • The Class 1675, Supervising Fiscal Officer will work closely with Yvonne Hudson, Jeffrey Hildebrant and with the DHR Finance Manager, Jamie Austin. This is not a replacement for the vacant HSS Accounting Manager position. Public Comments: None
END OF FINANCE AND BUDGET MATTERS		
06122003-06	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). Blue Shield, Linda Patton Senate Bill 168/ Identity Theft Initiative

		• Blue Shield currently uses the employees' social security number on their ID cards. Effective July 1, 2003, all new members will have a random 9-digit number selected that start with the alpha character of "J" as the new identification number. If the employee group continues to send the social security number, Blue Shield will still have the number on their system and the following ways of identifying the person by phone will be used: 1. Social security # 2. Alpha name 3. New identification number • New identification cards will be issued to all existing members of Blue Shield by the latter part of 2003. A letter of explanation of this change will be sent to all members. The last four digits of the social security number is currently masked in all letters and responses to inquiries that is mailed to the employees. Public Comments: None
06122003-07	Discussion Item	Opportunity to place items on future agendas. • Ray Wong (BAFS) • RFP/Claims Outsourcing • HSS Rules (A125) Public Comments: None
06122003-08	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: • Winchell Hayward, President of the Retired Employees of San Francisco, expressed concerns regarding providing a duly elected alternate person that will be able to replace a member of the Board that has missed 3-consecutive Regular Board meetings. Mr. Hayward distributed to the Board a Charter Proposal amendment that has been approved, in concept, by the Retired Employees' Executive Board of San Francisco, the Retirees' Guild of Local 21, ITPE. He requested that the Commissioners review the proposal and include it on the agenda for the next HSB meeting. He is available for discussion and to answer any questions that

the Board might have. Mr. Hayward stated that he missed the deadline for the November election, therefore; would like to present this charter amendment in the March 2004 election. President Zvanski stated that the information would be taken and reviewed internally. However, as a rule, the Board does not take any official position in regards to amendments and it is not in the Health Service Board's jurisdiction to take any action with regards to charter amendments. Amendments that affect the HSB are provided for information only basis.

- Margie Stern, Chair of United Educators of San Francisco stated that there isn't any customer service for the Unified School District and Community College. There are many complaints regarding the HSS telephone hours and the fact that the teachers are working and do not have access to a telephone in the classrooms during the short time that the telephone service is open.
- President Zvanski stated that per an article she read in the California Healthcare Foundation publication, the Board wishes to extend congratulations to Dr. Welch, who is the consulting Project Director for "Frequent Users of Health Services Initiative." This initiative is a 5-year, $10 million dollar project jointly funded by the California Endowment and the California Healthcare Foundation. The project goal is to improve efficient delivery of health care services to a high-risk group of uninsured patients that expend a disproportionate amount of health care dollars.

Adjourn 3:10 PM

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HEALTH SERVICE BOARD

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Regular Meeting

Thursday, July 10, 2003
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
07102003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of June 12, 2003 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
07102003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Yvonne Hudson, Jeff Hildebrant)** - Contracts Status Update - RFP Update - Surviving Spouse Subsidy Update ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Legal Update (Rebecca Saroyan)** Documents provided to Board prior to meeting: *Claims Processing Status Report* Public comments:

07102003-03	Discussion Item	**Appointment of Committee Chairs.** ▪ **Rates and Benefits Committee** ▪ **Finance and Budget Committee** Documents provided to Board prior to meeting: *None* Public Comments:
07102003-04	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin and HSS Finance (Towers Perrin and Jamie Austin, DHR).** Documents provided to Board prior to meeting: *Consultant's Report for July 2003* Staff Recommendation: Accept Report Public Comments: Action:
07102003-05	**Discussion Item**	**Discussion regarding the Department of Human Resources, Health Service Division Budget for the upcoming fiscal year 2003-2004, including proposal to televise Health Service Board meetings (Jamie Austin and Yvonne Hudson).** Documents provided to Board prior to meeting: *None* Public Comments:
07102003-06	**Discussion Item**	**Discussion regarding development of PeopleSoft financial interface (Ray Wong).** Documents provided to Board prior to meeting: *None* Public Comments:
07102003-07	**Discussion Item**	**Discussion regarding status of Transgender benefit implementation by HMOs (Rebecca Saroyan).** Documents provided to Board prior to meeting: *Letter to Lyle Swallow from Department of Managed Health Care; Attachment A; Order Approving Notice of Material Modification.* Public Comments:
07102003-08	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: *Health Net information regarding compliance with SB 168 (Prohibited use of individual's Social Security Numbers).* Public Comments:
07102003-09	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:

07102003-10 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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Department of Human Resources

July 10, 2003

Health Service Board

MINUTES

Regular Meeting
Thursday, July 10, 2003
1:00 PM

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Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH Vice President Karen Breslin Supervisor Chris Daly, Excused Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle Commissioner Claire Zvanski · *All attachments are available to public at meetings and upon request.*	
07102003-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of June 12, 2003 Staff Recommendation: Approve draft minutes Public Comments: None Action: Moved and seconded by the Board to approve the Regular Meeting minutes of June 12, 2003. Motion passed 6 to 0.
07102003-02	Discussion Item	Reports of Health Service System staff and legal counsel regarding the following matters:

Administration (Yvonne Hudson, Jeff Hildebrant)

Surviving Spouse Subsidy (Y. Hudson)

- Members received letters that notified them of the extension of the response time to September 1, 2003.

Contract Status Update (J. Hildebrant)

- Contracts requiring Civil Service Commission Board approval (i.e., Towers Perrin, Cobra, EBS) are scheduled to go to the CSC on July 21, 2003.

RFP Update

- Received approval this morning from the Mayor's Office to move forward with the RFP process and expressed an interest in having a representative from the Mayor's Office to join the City Plan Outsourcing Committee.

- Commissioner Heldfond recommended a third party who is a professional expert and highly experienced with insurance serve as a member of the selection panel for advisory purposes.

- Commissioners Claire Zvanski and Aleeta Van Runkle volunteered to serve on the City Plan's RFP selection panel and participate in the interviewing process.

- Yvonne Hudson stated that she will send the HSB members a summary of all the RFP finalists and will make arrangements for them to give a presentation to the Board.

Membership Group (Diana Ferrari)

Medicare Update

- 250 letters mailed in December to individuals that are non- compliant to enrolling to both parts of Medicare.

- On February 21, 2003, additional 175 letters were mailed to remind members to respond.

- June 25, 2003, 85 letters were sent to members advising them that they will be transferred to City Health Plan as of July 1, 2003 and their claims will be paid at 20% of customary and reasonable charges.

- 183 members have responded that have either enrolled in both parts of Medicare and/or have signed up for Kaiser's Senior Advantage Medicare

- 67 members were enrolled in the City Health Plan with reduced benefits.

- Rates for Senior Advantage Medicare were not loaded into the system, which resulted in an overcharge deduction to 1,300 Kaiser members. Adjustments of the premium will be in the July checks of individual members and the rates will be correct by the beginning of August.

City Health Plan Group (Antoinette Candelaria)

- The Board received the Medical Claims Activity report for the week ending June 27, 2003 by City Health Plan Supervisor, Antoinette Candelaria. Results of this report is attached as Schedule #1 and is as follows:

  -Outstanding claims - 12,052

  -Working days outstanding-13.29

  -Claim turnaround time YTD-14.13

Legal Update (Rebecca Saroyan)

- HMO contracts are complete (Kaiser, Blue Shield, and Health Net) and have been submitted to Andrea Gourdine for signature. Ms. Saroyan stated that the contracts for Express Scripts and Towers Perrin are incomplete because of the slow response from vendors.

- Ms. Saroyan stated that this is her last official meeting with the HSB and that she will no longer act as advisor for the Board or the Health Service System. City Attorney Dennis J. Herrera has appointed Deputy City Attorney Molly Stump as her replacement. Decision to make this change was made by Mr. Herrera because all employee related legal issues should be consolidated within a labor team and Ms. Saroyan joined the land use/environmental team one year ago. Ms. Saroyan stated that she enjoyed working with the Board during the last 3 years and will ensure a smooth transition by working with Ms. Stump for the next two months. Per Ms. Stump's request, Ms. Saroyan agreed to be on call for the August and September HSB meetings.

- In approximately two weeks, Ms. Saroyan will

		meet with Molly Stump, President Welch, and Yvonne Hudson to discuss transitional issues. Board Comments • Commissioner Aleeta Van Runkle and the Board agreed that Rebecca Saroyan's professionalism, quality of legal representation and guidance, especially during the last challenging rates and benefits process, as well as on other issues, would be greatly missed. • The Board regrets not being forewarned of this change which precluded plans to give Rebecca Saroyan a better send-off. President Welch stated that the Board should have received something in writing; therefore, on behalf of the commission, she will write a letter to City Attorney Dennis Herrera regarding this transition. City Attorney Molly Stump will be welcomed and introduced by President Welch at the next meeting. Public comments: None
07102003-03	Discussion Item	Appointment of Committee Chairs. Rates and Benefits Committee • Commissioner Claire Zvanski agreed to chair the Rates and Benefits Committee during the 2003-2004 fiscal year. Finance and Budget Committee • Commissioner Scott Heldfond agreed to continue to chair the Finance and Budget Committee during the 2003-2004 fiscal year. Public Comments: None
07102003-04	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin and HSS Finance (Towers Perrin and Jamie Austin, DHR). Towers Perrin (Michael Hilton) • Apology was extended to City Attorney Rebecca Saroyan for problems that caused the delay in the completion of the Towers Perrin contract. Mr. Hilton promised to follow-up the issue with Towers Perrin's East coast office where contracts are managed. • The Board received the Consultant's Report for July 2003, which is attached as Schedule #2. This

		report includes Plan 1 net cash flow for month June 2003, fiscal year to date for July 1, 2002-June 30, 2003, and Plan 1 expense (income minus expenses). • Roland Mittica stated that in regards to claims increase, the trend is moving up and many details contribute to the increase in cost of medical claims. Additional details of this trend will be demonstrated in the breakdown of four categories (i.e. hospitals, surgical) in the August claims report. • Commissioner Heldfond stated that it is important that the Finance & Budget Committee know the status of the trust fund prior to the HSB meeting. The estimated figures given for the trust fund for the month of March was not given at the last Finance Committee meeting (June 2, 2003) and it is not acceptable that this information is now being reported at the HSB meeting. Jamie Austin, DHR Finance Report • The Board received a report outlining the activity for HMOs and the City Plan, and the Health Service System. This report is attached as Schedule #3 and is divided into two sections: 1. Financial status of the HMOs and the City Plan over the period of July 2002 to May 2003. 2. The next report shows the interest income to the Trust from July 2002 to May 2003. President Welch and the Board expressed appreciation of the real figures given in the detailed HMO financial report Staff Recommendation: Accept Report Public Comments: None Action: It was moved and seconded by the Board to accept the financial reports of Towers Perrin and HSS. Motion passed 6 to 0.
07102003-05	Discussion Item	Discussion regarding the Department of Human Resources, Health Service Division Budget for the upcoming fiscal year 2003-2004, including proposal to televise Health Service Board meetings (Jamie Austin and Yvonne Hudson). DHR/Health Service Division Budget • Jamie Austin stated that the Supervising Fiscal Officer position has been approved for the 2003-04

budget. This 1675 position is currently posted (staring today) as a full time position and will remain posted for ten business days.

Proposal to Televise HSB Meetings

- Yvonne Hudson stated that Supervisor Chris Daly stated at the June 26, 2003 BOS Budget meeting that he received numerous requests from retirees to televise the Health Service Board meetings. Many of them are not able to attend the meetings and get information regarding the important issues that are being discussed. The Board received a detailed outline of the projected cost to televise the HSB Regular and committee meetings, attached as Schedule #4. Total cost to televise all meetings is $34,391.20.

- Meetings could be taped, but they would probably be shown at an odd hour. Meetings must to be held at City Hall in order to be televised.

- The Commission Secretary informed the Board that all meetings are not only audio taped, but are also televised by SFGOVTV and may be viewed (live) on any television that is in City Hall (only). The tapes are not available to buy because reporters of various television networks that tape the other (2) City Services have already paid SFGOVTV for the time and date. Ms. Brown assured the Board that the security panel is coded, per the Sunshine Ordinance regarding confidentially of Closed Sessions, prior to the meeting and disables SFGOVTV and consequently, public view.

Board Comments

- Commissioner Heldfond stated that he is totally against spending money for this purpose and that the monies given would probably be doubled after service expenses from DTIS were added. He stated that the Commission Secretary, Arnetta Brown, is well trained and takes great minutes and the timeline is the same for the public, as for the Supervisors, and the Board members, if meetings are missed. He would prefer the money, if available, be spent for improving customer service and to hiring needed HSS personnel for telephone service. The Board agreed that the expenses for SFGOVTV are expensive and should be used to improve customer service for the Health Service System.

- Commissioner Aleeta Van Runkle stated that is would be more beneficial to the public if the final Rates and Benefits Committee meetings were

		televised and suggested that Supervisor Daly might have some suggestions in regards to financing at the next HSB meeting. • The Board agreed to forward this item to the next Board meeting for further discussion. Public Comments: None
07102003-06	Discussion Item	Discussion regarding development of PeopleSoft financial interface (Ray Wong). • Ray Wong stated that he was unaware of information that was needed to complete the finance report by Towers Perrin and that this must be the result of a communication issue. • President Welch requested a letter in writing in regards to identifying the real issues and questions and answers between Towers Perrin, HSS, and BAFS. • Yvonne Hudson stated that she will meet with everyone in regards to the finance report and will give the Board a memo concerning the status of all the reports at the next HSB meeting. Commissioner Heldfond requested getting the information by email and concurrently have the information available to the public as well. • Ray Wong presented to the Board the BAFS Conceptual Overview, attached as Schedule #5. This document gives the process and priority of all reports. The Board was pleased with this report and noted that the system does have QA error checks. • Mr. Wong stated that the open enrollment process is complete and the rate tables for fiscal year 2003-2004 have been built. Public Comments: None
07102003-07	Discussion Item	Discussion regarding status of Transgender benefit implementation by HMOs (Rebecca Saroyan). • City Attorney Rebecca Saroyan presented to the Board a letter to Lyle Swallow from Department of Managed Health Care; Attachment A; Order Approving Notice of Material Modification. This document is attached as Schedule #6. This letter is in regards to a Notice of Material Modification proposing the provision of transgender surgical benefits to the employees/dependents of San Francisco. The effective date for this order is July 1, 2004. Attachment A of this reports states the conditions of this Order. The HMOs (Health Net, Blue Shield, and Kaiser) have received copies of this

		notice. • Ms. Saroyan recommended further discussions regarding this notice at the Rates and Benefits Committee meeting in regards to whether City Plan will want to continue to carry the risk or transfer it to the HMOs and regardless to benefit, check the reasons if there is or isn't parity and why. • Joanne Haggerty of Health Net, stated that the attorneys represented the HMOs and were directly involved in discussions with the DMHC. Ms. Haggerty stated that the transgender surgery is filed only for the City and County of San Francisco and separate filing would be required for all other persons. • Rebecca Saroyan stated an attorney for Blue Shield informed her, that DMHC made an effort to fast track approval of this benefit and two staff attorneys, Christen Smith and Warren Barnes, attended the meetings and made it a priority to get the benefit approved. Public Comments: None
07102003-08	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). • Joanne Haggerty of Health Net, presented to the Board a memo sent to Ms. Yvonne Hudson concerning Health Net information regarding compliance with SB 168 (Prohibited use of individual's Social Security Numbers). This document dated June 27, 2003, and a copy of the memos sent to members is attached as Schedule #6. In January, CCSF members will receive new ID cards with the identification numbers that will be preceded by the letter "R" and followed by 8 digits. By October, all new members will automatically get the new ID number. • Rebecca Saroyan stated that Blue Shield had already began issuing new ID cards and Kaiser does not use social security numbers for ID. Public Comments: None
07102003-09	Discussion Item	Opportunity to place items on future agendas. Public Comments: None
07102003-10 Adjourn - 2:40 PM	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: None

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HEALTH SERVICE BOARD

CANCELLED

Regular Meeting

Thursday, August 14, 2003
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
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NEXT REGULAR MEETING

THURSDAY, SEPTEMBER 11, 2003

1:00 PM
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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
09112003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of July 10, 2003 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
09112003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Yvonne Hudson, Jeff Hildebrant)** - RFP Update ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Finance Group (Jamie Austin)** - New 1675 Supervising Fiscal Officer - Upcoming Financial Audit ▪ **Legal Update (Molly Stump)** - Surviving Spouse Subsidy Update Documents provided to Board prior to meeting: *Claims Processing Status Report* Public comments:

09112003-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin and HSS Finance (Towers Perrin and Jamie Austin, DHR).** Documents provided to Board prior to meeting: *Consultant's Report for July 2003.* Staff Recommendation: Accept Report Public Comments: Action:
09112003-04	**Discussion Item**	**Discussion regarding status of development of PeopleSoft financial interface (Ray Wong).** Documents provided to Board prior to meeting: *None* Public Comments:
09112003-05	**Discussion Item**	**Discussion regarding status of San Francisco Unified School District PeopleSoft Interface and overall administration of benefits (Michele Modena, CAO, SFUSD).** Documents provided to Board prior to meeting: *Letter to Michele Modena regarding Board meeting.* Public Comments:
FINANCE AND BUDGET MATTERS		
09112003-06	**Discussion Item**	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
09112003-07	**Discussion with Possible Action**	**Presentation and possible approval of Work Plan detailing financial responsibilities of Towers Perrin and Human Resources Finance (Jamie Austin).** Documents provided to Board prior to meeting: *Proposed Health Service System Financial Reporting Work Plan.* Staff Recommendation: Accept Financial Work Plan Public Comments: Action:
END OF FINANCE AND BUDGET MATTERS		
09112003-08	**Discussion Item**	**Express Scripts 2003 Annual Plan Year Review (Lael Byrne)** Documents provided to Board prior to meeting: *Annual Plan Year Review for 2003.* Public Comments:
09112003-09	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives)** Documents provided to Board prior to meeting: None Public Comments:
09112003-10	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:

09112003-11 Adjourn	Discussion Item	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources

September 11, 2003

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Health Service Board

Minutes
Regular Meeting

Thursday, September 11, 2003
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH Vice President Karen Breslin, *Excused* Supervisor Chris Daly *(Arrived at 1:30 PM)* Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
09112003-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of July 10, 2003 Staff Recommendation: Approve draft minutes Public Comments: None Action: Motion was moved and seconded by the Board to approve the draft minutes of July 10, 2003. Motion passed 5 to 0.
09112003-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration

RFP Update (Jeffrey Hildebrant)

- The following four RFP for Claims Administration finalists has been chosen by the outsourcing committee to move forward in the selection process: CIGNA Healthcare, Blue Shield of California, Health Net, and Uniprise. The Committee will meet next week and listen to presentations by the four vendors. The committee will make a selection of the two finalists by the end of September and will forward the process to the HSB for presentation and final selection.

Membership Group (Yvonne Hudson)

- Telephone hours have been increased to 5 days a week (Monday-Friday) and divided into two schedules: 9 AM to 11 AM (morning) and 2 PM to 4 PM (afternoon). The high volume of response to the 2000 delinquency notices mailed out to members in July and early August and the limited number of trumps resulted in communication problems with members being able to reach HSS customer service lines.

- Meetings are scheduled with DTIS to discuss an agreement regarding the number of trump lines that can be dedicated exclusively to HSS customer service. Ms. Hudson stated that DHR Director, Andrea Gourdine, noted the high cost of this service is far more than what was anticipated.

City Health Plan Group (Beaulah Smith)

- The Board received the City Health Plan Medical Claims Activity Report for week ending August 29, 2003. This report is attached as Schedule #1 and contains the following status details:

  - Claims processed year to date - 35,000
  - Claims turnaround - 4.21
  - Claims outstanding - 3,343

- Ms. Smith stated that the new format of the Claims Activity Report has been designed to give a clearer picture of claims actual current inventory status. Information from the Wang System turned out to be inaccurate, therefore, CHP management changed claims processing procedure and report format. They review the information and determine what is accurate and can be used. Only a small portion of data from the Wang System is used and manual claim counts done at the end of each work-week is included in this new format. As a result of this change, claims outstanding reports have been found to be much lower. Claims unit no longer has any temporary staff.

Board Comments

- Dr. Welch recommended a clearer picture of the units and measures of the columns listed in the activity report (i.e. year to date and time).

- Commissioner Heldfond and Dr. Welch recommended showing documentation of changes of statistics in words and in the graph so that management will be able to tell what is different in units and measures and a better picture of the trend versus the new format of actual data.

Finance Group (Jamie Austin)

New 1675 Supervising Fiscal Officer

- Jamie Austin reported that Erik Mezack is the new 1675 Supervising Fiscal Officer and he will begin work on September 22, 2003. He is from San Diego and has a Bachelor's Degree in Accounting, an MBA and a Government Accounting Certificate. The Board will meet him at the next HSB meeting.

Upcoming Financial Audit

- KPMG interim audit team arrived last Monday and Mr. Austin will continue to work with them on the financial audit for a month.

- Expenses for the Harvey Rose audit, requested by Supervisor Chris Daly, will not be charged to the trust fund or to the Health Service System general fund. The management audit is general funded and Harvey Rose is contracted by the City and County of San Francisco.

Board Comments

- Commissioner Heldfond requested that as a part of the Board's fiduciary responsibility, KPMG must supply a copy of the draft audit and draft management letter at the same time as the Controller's Office receive their report. This issue is scheduled to come to the Board in December 2003.

Legal Update (Molly Stump)

Surviving Spouse Subsidy Update

- The surviving spouse subsidy issues and the

		affected persons who received letters from the Health Service System regarding it are currently being maintained at a status quo status. Legal aspects will be discussed at a closed session. Notice requirements and legal briefing is recommended for discussion at the October meeting. • Dr. Welch welcomed Molly Stump as the new Deputy City Attorney representing HSS. Ms. Stump acknowledged that she is happy to present Public comments: • Jean Thomas wanted to know when the Harvey Rose audit is scheduled. Commissioner Heldfond stated that HSS audit will be after the completion of the audit of the Port of San Francisco. • Ms. Thomas asked clarification of the meaning of \`status quo,' in regards to the surviving spouse subsidy issue. Yvonne Hudson stated that no changes or final decisions have been made regarding overall subsidy issues; therefore, everything will continue as they are. Dr. Welch stated that the public will be updated as more information becomes available. Supervisor Chris Daly • Dr. Welch acknowledges the arrival of Supervisor Chris Daly to the meeting.
09112003-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of Towers Perrin and HSS Finance (Towers Perrin and Jamie Austin, DHR). Towers Perrin Report (Mike Kramer) The Board received the Consultant's Report for September 11, 2003. This report is attached as Schedule #2. Highlights are given for the month of August 2003, as well as the fiscal year to date, July 1, 2003-August 31, 2003. • The Plan 1 medical report no longer includes transgender surgery income for HMO enrollees. • Dr. Welch requested a breakdown of the $8,604,552 income subtotal shown on Page 2 for Plan 1 members. Jamie Austin, DHR Financial Report • The Board received the activity for HMO's and City Plan, and Health Service System, July 2003. This is attached as Schedule #3. This report detailed the

		three variables that contributed to the negative changes in net assets for the HMOs and City Plan. Staff Recommendation: Accept Report Public Comments: None Action: Motion was moved and seconded by the Board to approve financial reports from DHR and Towers Perrin. Motion passed 6 to 0. Agenda Items Order Changed • President Welch recommended taking the Finance and Budget matters out of order so that all financial reporting will be complete. Board agreed to skip to Item #6.
		FINANCE AND BUDGET MATTERS
09112003-04	Discussion Item	Report on activities of the Finance and Budget Committee (Commissioner Heldfond). • Commissioner Heldfond reported to the Board on the Finance and Budget Committee meeting that was held on Monday, August 25, 2003. The Committee recommended presenting a work plan for DHR/HSS (Item #6) to the Board. • Ray Wong's People Soft update included ongoing deduction issues and problems with the Unified School District and the Committee recommended inviting representatives from the School District to make a presentation to the Board (Item #5) Public Comments: None
09112003-05	Discussion with Possible Action	Presentation and possible approval of Work Plan detailing financial responsibilities of Towers Perrin and Human Resources Finance (Jamie Austin). • The Board received a Proposed Health Service System Financial Reporting Work Plan, attached as Schedule #4. This report was developed at the request of the Health Service Finance & Budget Committee and will change the current roles and responsibilities of both Towers Perrin and the DHR Finance staff. The actuary and DHR Finance responsibilities are outline. Board Comments • Requested that specific deliverables be included in the report. • The report is a draft work plan and Dr. Welch recommended putting the word "DRAFT" on the

		document. And the third bullet under each plan should specify Finance & Budget Committee, Rates & Benefits Committee and other committee meetings as appropriate. Remove the last two statements; do not include comments in the work plan. Staff Recommendation: Accept Financial Work Plan Public Comments: None Action: None. Item will be carried over to the next Finance and Budget Committee meeting.
		END OF FINANCE AND BUDGET MATTERS
09112003-06	Discussion Item	Discussion regarding status of development of PeopleSoft financial interface (Ray Wong). • In addition to the continuing operational process of the Health Service System, BAFS is currently involved in 3 major areas of development: 1. Financial reporting and development of financial reports. 2. Transfer of responsibilities of various activities 3. Delinquency processing • Mr. Wong stated that in regards to cross training, recruitment has been very difficult. The trend is that there are a lot of technical people available but very few business people with functional expertise. Board Comments • Ray Wong confirmed to the Board that in the development of delinquency processing, there should not be a repeat of the (2,000) delinquency notices recently mailed to members. • Yvonne Hudson clarified that a group of the first sample delinquency notices were examined and found to be correct; however, the problem that developed would not have been found unless 2,300 letters were read and compared, which is not a reasonable expectation. Public Comments: None
09112003-07	Discussion Item	Discussion regarding status of San Francisco Unified School District PeopleSoft Interface and overall administration of benefits (Michele Modena, CAO, SFUSD). • Board received a memo dated August 28, 2003,

written to Michele Modena, Chief Administrative Officer for the San Francisco Unified School District (USD), from DHR Director, Andrea Gourdine. This memo, attached as Schedule #5, requested the attendance of USD staff at the 9/11/03 HSB meeting. A motion for this meeting was made during the Finance & Budget Committee meeting of August 25, 2003 and was made pursuant to discussions regarding the status of implementing the Benefits Administration and Financial System (BAFS). Ms. Modena requested assistance in finding solutions to the USD data challenges with Finance, Human Resources, and Information Technology (IT). Appreciation was extended to Yvonne Hudson and Jeffrey Hildebrant and staff for their expertise, availability and assistance in solving some of the problems. As per the memo, Ms. Modena discussed the following issues:

Poor communication and coordination/continued turnover and lack of participation of USD staff

- A major problem associated with the interface is the result of poor documentation concerning role of a person's responsibility versus staff turnover.

- Even though there is a vacancy in the IT project management, the changing of personnel is a high risk factor that affects the update of the HSS interface the most (i.e. documentation of technical tasks and responsibilities) and should have immediate attention.

- While reviewing interface documentation last Monday, Ms. Modena stated that she discovered the existence of an unsigned document called the Interface Agreement, dated August 21, 2002. The document consisted of 15 pages with only 1 page to the business assumption surrounding the interface. Ms. Modena acknowledged that due to her lack of experience on IT projects, she never thought that there was a need to clarify whether the Department of Human Resources thought the District should actually be building the interface. She assumed that as the administrator of the system and architect of the new benefits administration system, the HSS and the Department of Human Resources would build the interface and use her staff and the District's IT staff as subject matter experts. Matt Hansen, Risk Manager, has been appointed as the project monitor and will assist DHR in their efforts to finalize the interface project in regards to the District. The benefits administration staff and IT will meet on Monday to start the process and Mr. Hansen will meet with HSS and IT staff in order to complete the process.

Funding of the interface by USD

- Consultant hired by DHR to complete the interface failed to do the job. USD was unsuccessful in trying to fix the problems created by the vacancy and did not have all of the documentation and very few resources to fix the problem. Therefore, the District is offering the services of Mr. Matt Hansen and other staff to assist DHR in getting the interface back on track. Ms. Modena requested copies of the interface documentations, critical paths/timelines, specifications and program information that should have been provided to DHR, be turned over to Mr. Hansen.

- It is important that the District maintain the existing complex data in their system versus change to accommodate the new system. It is important that in the relationship of the vendor and customer, the needs of the District, as a customer, should be seriously considered.

Payroll tapes are submitted late

- The District's staff reported that the reason the payroll tapes are late (3 days to 2 weeks) is because of interface failure. As a result, since May, payroll must be reviewed manually by the benefits and payroll manager in order to ensure accuracy of data before it is transmitted.

Unresolved programming issues/USD PeopleSoft update, Version 8 upgrade

- USD web based financial system went live in July and the go live date for employee information system is on target for October 8, 2003.

- In regards to unresolved programming issues, Matt Hansen will represent the District in a meeting with DHR in regards to negotiating an alternative process. Ms. Modena requested that a list of these issues should be written in detail by DHR and submitted to Mr. Hansen for response.

USD decisions by staff that requires internal controls be in place that has not occurred.

- Request a written MOU between HSS, DHR/IT and the District that would specify roles and responsibilities for each.

- Ms. Modena thanked HSS staff for their daily assistance and the Board for inviting the District and the opportunity to address the DHR memo and find solutions to issues created by the system that would be beneficial to the District as well as DHR.

Board Comments

- Commissioner Heldfond stated that the MOU request would be with DHR and not with HSS.

- Ms. Modena clarified "vendor and customer" statement in that the District is not a department of the City, it is a separate entity. The School District has a superintendent that is appointed by its own Board of Education, separate funding from the state and federal government and payroll etc. The District is bond to the City through Civil Service, Health Service System, Retirement, and Workers Compensation. Therefore, members of the USD are clients/customers of the Board. The USD benefits with DHR interface is a mandate that is through the Charter.

- Ms. Modena confirmed the importance of information that must be maintained by the District (i.e. information of employees during summer/spring/fall breaks). The delinquency notices were sent to the majority of teachers because the District did not have time to program open enrollment changes into the system. Appreciation was extended to Yvonne Hudson and Jeff Hildebrant for their assistance in handling that crisis.

- Dr. Welch recommended the District to have a working staff that is separate from staff appointed to work on the development of an MOU. This will ensure that the Board will not continue to be plagued with ongoing issues and problems and that DHR and the District will be able to move forward.

- Ray Wong clarified to the Board that DHR is not responsible for the building the interface for the District and this is the way business is handled with all vendors and/or clients.

- Commissioner Aleeta Van Runkle agreed with Dr. Welch, that more time should be spent on working out issues rather than developing a MOU. Ms. Modena stated that the MOU development is secondary and is a desired outcome but not a primary issue. Matt Hansen, Risk Manager for the District, is the primary contact person (business cards were distributed to the Board) and Briane Ford, Business Analyst for PeopleSoft Upgrade System, was introduced as the technical support person for Ms. Modena.

Public Comments:

		• Linda Plack, Vice President of the United Educators of San Francisco, stated that as a result of 150 members changing their plans, too much or not enough money was taken out of their checks and some members were issued delinquency notices. Five members lost their benefits through no error of their own and approached the union for assistance. Ms. Plack stated that she and her staff have emailed, called, and visited HSS and have not received any response. Dr. Welch recommended that Ms. Plack give this information to Ms. Yvonne Hudson for assistance. Ms. Hudson stated that she will take the 5 names and see if the issues have been resolved.
09112003-08	Discussion Item	Express Scripts 2003 Annual Plan Year Review (Lael Byrne) • The Board received the following documents: Plan Year Review for 2003, attached as Schedule #6 and the Prescription Drug Plan Annual Report, attached as Schedule #7. Highlights of the reports are as follows: Plan Year Review for 2003 • Outline of this report includes - Key stats SF Health System Fund-Active/includes Flex and COBRA. - Employer/Book of Business -Under Age 65 - Government/Book of Business-Under Age 65 - Top 50 drugs-Active - Top 25 Indications-Active • Overall drug trend is below the national division book of business trend. • Plan cost per claim only up 8 percent and is below the employer book of business • Net claims per member the cost of utilization of drugs is up and is largely contributed to the retirees increase in the use of drugs. • Dr. Welch requested the list of utilization of brands where generic is available and have it ready for the next Rates and Benefits Committee meeting. Prescription Drug Plan Annual Report This report outline included the following:

		- Industry Overview - Opportunities for 2004 - Integrated Solutions - Copay Levels-What are others doing - Safety Management - Clinical & Trend Management Opportunities Public Comments: None
09112003-09	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives) · Linda Patron of Blue Shield confirmed that Blue Shield of California does pass pharmacy rebates to the CCSF. · Rhett Davis of Delta Dental stated that the mail box number (7736, San Francisco) for claims mail has been changed to P.O. Box in Sacramento. This information has been given to the HSS staff. Delta Dental Plan of California has changed their name to Delta Dental of California. · The Delta Dental website includes a Spanish version of its benefit. · Lettice Ashley, Associate Account Manager from Kaiser Permanente, promised to get more information for Commissioner Zvanski regarding the coverage contract in Santa Clara County for employees who reside outside of the service area and have (limited) use of Kaiser facilities and the options that might be available for a similar contract for active and retired employees of the CCSF (currently live outside Kaiser's service area) and who were formerly long time members of Kaiser. Dr. Welch recommended the response of this request be made during the Rates and Benefits Committee meeting. · Joanne Haggerty of Health Net announced that Health Net is one of the sponsors of a team that is participating in the San Francisco Grand Prix, which is scheduled for Sunday, September 14, 2003. Health Net often puts funds into total wellness events for the community (i.e. exercising) versus advertising. Public Comments: None
09112003-10	Discussion Item	Opportunity to place items on future agendas. · Status report on the School District

		· Work Plan (include specific deliverables). · Update -additional Rates and Benefits meetings Public Comments: None
09112003-11 Adjourn 3:43 PM	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: None

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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- A member of the public has up to three minutes to make pertinent public comments before action is taken on any agenda item.

- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting. The complete rules are set forth in Section A(6) of the Health Service System Rules and Regulations. A copy of these Rules and Regulations is available at any time upon request. Call the Commission Secretary, Arnetta Brown, for further assistance at (415) 554-1727.

HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

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· A sound enhancement system will be available upon request at the meeting.

· Minutes of the meeting or hearing are available in alternative formats.

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SUMMARY OF HEALTH SERVICE BOARD RULES REGARDING CELL PHONES AND PAGERS

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HEALTH SERVICE BOARD

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Regular Meeting

Thursday, October 9, 2003
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
10092003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of September 11, 2003 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
10092003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Yvonne Hudson, Jeff Hildebrant)** - RFP Update ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Finance Group (Jamie Austin)** - Introduction of New 1675 Supervising Fiscal Officer, Erik Mezack ▪ **Legal Update (Molly Stump)** - Surviving Spouse Subsidy Update Documents provided to Board prior to meeting: *Claims Processing Status Report*

		Public comments:
10092003-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Plan, August 2003.* Staff Recommendation: Accept Report Public Comments: Action:
10092003-04	**Discussion with Possible Action**	**Presentation and possible approval of modified Work Plan detailing financial responsibilities of Towers Perrin and Human Resources Finance (Jamie Austin and Erik Mezack).** Documents provided to Board prior to meeting: *Proposed Health Service System Financial Reporting Work Plan.* Staff Recommendation: Accept Financial Work Plan Public Comments: Action:
10092003-05	**Discussion Item**	**Discussion regarding status of development of PeopleSoft financial interface (Ray Wong).** Documents provided to Board prior to meeting: None Public Comments:
10092003-06	**Discussion Item**	**Update regarding status of San Francisco Unified School District PeopleSoft Interface and overall administration of benefits (Matt Hansen).** Documents provided to Board prior to meeting: None Public Comments:
RATES AND BENEFITS MATTERS		
10092003-07	**Discussion Item**	**Report on activities of the Rates and Benefits Committee (Commissioner Zvanski).** Documents provided to Board prior to meeting: None Public Comments:
END RATES AND BENEFITS MATTERS		
10092003-08	**Discussion and Possible Action Item**	**Discussion and possible action regarding meeting schedule for the remainder of FY 2003-2004.** Documents provided to Board prior to meeting: *Schedule of Health Service Board Meetings – November 2003-June 2004.* Staff Recommendation: Approve meeting schedule as presented. Public comments: Action:
10092003-09	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: *Letter from Kaiser regarding discontinuation of Sr. Advantage in Ventura, CA*

		Public Comments:
10092003-10	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
10092003-11 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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October 09, 2003

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Health Service Board

MINUTES

Regular Meeting

Thursday, October 9, 2003
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH Vice President Karen Breslin Supervisor Chris Daly, Excused Commissioner James Deignan, Excused Commissioner Scott Heldfond Commissioner Aleeta Van Runkle Commissioner Claire Zvanski Announcement by President Welch · Dr. Welch announced that starting on Monday, October 27, 2003 she has accepted a position with Aetna as the Medical Director for the West Region and because of conflict of interest, she is prepared to excuse herself from the Board if any issues regarding Aetna are discussed.	
10092003-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of September 11, 2003 Staff Recommendation: Approve draft minutes Public Comments: None

		Action: Moved and seconded by the Board to approve the draft minutes of the Regular Meeting of September 11, 2003. Motion passed 5 to 0.
10092003-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration, Yvonne Hudson RFP Update · All of the candidates have completed their presentations and the process is ready to proceed to the next step. 10-County Survey · Survey was mailed out on September 23, 2003 and response deadline is set for October 24, 2003. City Health Plan Group, Antoinette Candelaria · The Board received the claims activity report for week ending September 26, 2003 and a graph of the turnaround time. This document is attached as Schedule #1. The activity report for week ending 9/26 is as follows: - Claims processed YTD - 50,857 - Working days turnaround time - 3.32 - Claims pending end of week - 2,595 Board Comments • Recommended returning the columns regarding staffing levels and the number of claims received per week to the activity report without changing the new format. Finance Group, Jamie Austin • Introduced the new 1675 Supervising Fiscal Officer, Erik Mezack. Mr. Mezack has a wealth of experience and has a B.A. and Masters Degrees and he is a CPA. Legal Update, Molly Stump • No report. The surviving spouse subsidy will be discussed in closed session in November.

		Public comments: None
10092003-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack). • Jamie Austin presented the HSS Activity of Medical Sub-fund/FY to date: August 31, 2003. This report is attached as Schedule #2. This report includes the money amounts for each of the HMOs and City Plan and is separated into the following categories 1. Revenue (i.e. STRS, PERS, SFERS etc.). Amounts for transgender/HMO members are listed only in City Plan. 2. Expenses (i.e. HMO/Health Plan Charges, VSP etc.) 3. Transfers (i.e. transgender, administration) • Totals and the change in net assets are given for each category. • This report will replace the finance report from Towers Perrin regarding claims expense. Board Comments • Board recommended, for tracking purposes, returning the detailed expense report regarding claims expenses (i.e. retires, actives, pharmacy, dependants, Medicare, non Medicare etc.). • Include monthly expenses in the report. • Report should include the chart that shows the variations of contributions of claims on a monthly basis. Erik Mezack, Supervising Fiscal Officer • Mr. Mezack presented to the Board a "Draft" report of *Estimated Changes in Net Assets Available for the Month Ended July 31, 2003*. This report is attached as Schedule #3. This document is divided into the following categories - Additions - total amount of money in sub-funds (i.e. medical denial non-charter) interest income and total revenue - Deductions - sub-fund plus total expenses - Transfers- transgender and administrative

		amounts plus total transfers - Change in net assets available total - Net assets available for beginning of June 30, 2003 and the end balance for July 31, 2003. Board Comments • Dr. Welch and the Board agreed that the beginning balance for June 30, 2003 should appear at the top of the report • Commissioner Zvanski recommended adding a column to the format that would reflect the monthly changes as well as the year to date changes. Staff Recommendation: Accept Report Public Comments: Jean Thomas, retiree inquired about the creator of the IBNR report and if the monies in the second report (Schedule #3) represents actual cash. • Jamie Austin stated that Towers Perrin presents the report on IBNR and the money in the beginning balance in June 30, 2003 ($38,353,348) includes what was in the last IBNR report. This amount is flexible (can go up or down) and the estimated changes in net assets report (Schedule #3) shows the activity in the accounts year to date and the total amount in the trust fund. Action: Moved and seconded by the Board to accept the report. Motion passed 5 to 0.
10092003-04	Discussion with Possible Action	Presentation and possible approval of modified Work Plan detailing financial responsibilities of Towers Perrin and Human Resources Finance (Jamie Austin and Erik Mezack). • The Board received the *Proposed Health Service System Financial Reporting Work Plan*. This report is attached as Schedule #4. This report outlines the actuary responsibilities and the DHR Finance staff responsibilities and was requested by the Health Service Finance and Budget Committee. • Dr. Welch requested that since attending the meetings are mandatory and not optional; the last bullet should be removed from under DHR Finance staff responsibilities. Staff Recommendation: Accept Financial Work Plan

		Public Comments: None Action: Moved and seconded by the Board to approve the work plan with recommended edits. Motion passed 5 to 0.
10092003-05	Discussion Item	Discussion regarding status of development of PeopleSoft financial interface (Ray Wong). Deferred to November HSB meeting. Public Comments: None
10092003-06	Discussion Item	Update regarding status of San Francisco Unified School District PeopleSoft Interface and overall administration of benefits (Matt Hansen). Matt Hansen, Risk Manager, SFUSD • The *Health Service Board Update*, a Power Point outline, was distributed to the Board and is attached as Schedule #5. Main subjects covered in this outline are as follows: - Talking Points - Original Request - Response to the Request - Major Challenges - Identified Solutions - Next Steps • Mr. Hansen will continue to facilitate and monitor the work plan and give a progress report to the Board. Steps also include meet and discussions with the SFUSD bargaining associations and memorialize agreements. Board Comments • President Zvanski stated that she received many letters from SFUSD members in regards to problems with their coverage and would like to see them get reconciled and resolved. Yvonne Hudson assured her that the cases that the commissioner received are complete and that she will give an updated status report regarding them. Mr. Hansen stated that it is a priority to work

		around and take a look at the reconciliation process so that there will be 100% assurance that the delinquency or termination notices that go out are correct as well as educate members of their responsibility. Public Comments: None
RATES AND BENEFITS MATTERS		
10092003-07	Discussion Item	Report on activities of the Rates and Benefits Committee (Commissioner Zvanski). • The first Rates and Benefits Committee meeting for this fiscal year was held on September 23, 2003. • Towers Perrin agreed to increase the membership schedule and the Commission Secretary, Arnetta Brown, is currently working to add more meetings in November and December. The Commissioners will be consulted in regards to their availability to attend these meetings. • Management of financial ratings and reports was discussed. • Comparison of PERS and more discussions on transgender and if it will remain in Plan 1 or given over to the HMO. • Next meeting is scheduled for November 4, 2003. • Commissioner Zvanski stated that the Rates and Benefits membership consists of a "committee of the whole," with exception to Supervisor Chris Daly and that she will contact him to see if he has any issues or concerns that need to be addressed at the Rates & Benefits Committee meetings. Public Comments: None
END RATES AND BENEFITS MATTERS		
10092003-08	Discussion and Possible Action Item	Discussion and possible action regarding meeting schedule for the remainder of FY 2003-2004. • The Board received the *Schedule of Health Service Board Meetings - November 2003-June 2004, attached as* Schedule #6. • Commissioner Breslin asked the Deputy City Attorney to clarify who has the authority to cancel regular meetings and who has the authority to change the rules and regulations (i.e. Retirement Board and Civil Service Commission) which states that meetings are cancelled by (majority vote) members at a prior meeting.

- Deputy City Attorney Molly Stump stated that this issue is governed by the Rules and Regulations adopted by the HSB by a majority vote and can be amended by a majority vote of the Board. The Rules and Regulations provide general regular time and do not identity specific dates and is silent in regards to a process for changing or canceling meeting dates. The Board has the option to:

  - Bend rules for a specific process for canceling or changing meetings.

  - Adopt a meeting schedule that identifies specific meeting dates that could be amended by a majority vote of the Board.

- State law- if there is not a quorum of members, then a meeting can not be held and the only official action to be taken is to adjourn. When a meeting is cancelled a notice must be sent to the public as soon as reasonably possible.

- Claire Zvanski stated that as a commissioner with the most time served on the HSB, there has not been many times that a meeting has been cancelled because of no quorum. It is the power of the Chair, with consensus of the director and other commissioners, to cancel additional/special meetings that were added on as needed basis (i.e. Rates & Benefits) because there was not an opportunity enough business, staff not able to attend (i.e. last August meeting).

- Ms. Stump stated that the HSS Rules and Regulations establishes a regular time and place for a meeting (per the law) and it allows special meetings either by the Chair or by the request of the majority of the members of the Board. However, the Rules do not address meeting cancellation other than by a lack of quorum.

Motion Announced

- Commissioner Heldfond moved not to amend the Rules and Regulations. Motion was seconded by the Board.

- Commissioner Breslin stated that she does not feel that one person should have the authority to cancel a meeting.

- Commission Heldfond clarified that a meeting is canceled by consensus of the Board members.

- Dr. Welch stated that everyone on the Board takes their job and responsibility to the Health Service Board very seriously and to the extent that cancellation to a meeting isn't taken lightly. The cancellation of the August meeting, after much discussion, was due to the absence of staff members (including the President) which would have made it very difficult to hold a meeting. The Board has in the past taken a recess in the summer (like other Boards) when the agenda items were very light, but ready to reconvene immediately for special meetings or urgent matters. Dr. Welch asked the Board if anyone felt that a meeting has been canceled without a reasonable explanation.

- Commissioner Aleeta Van Runkle stated that she support leaving the Health Service Rules Regulations as it is written and that she supports giving the discretion to cancel HSB meetings to the Board Chair because the clause has served the Board well in the past. The requirements for the setting of meeting times and place are for the benefit of the public and the members that come to the meeting. The state and local law protects the best interest by requiring a specific Notice if a meeting is cancelled. Therefore, because of this protection, the HSS Rules and Regulations should remain as written.

- Commissioner Zvanski stated, that no matter whom the Chair is, the Board would not allow what would be a malicious cancellation of a meeting. If a Chair can not hold a meeting, then there is the Vice Chair, and the Board members would decide if to cancel or hold a meeting. If a majority of the Board decides to hold a meeting, they may over-ride the decision of the Chair; therefore, there is no real concern for this item.

Staff Recommendation: Approve meeting schedule as presented.

Public comments: Dennis Krueger asked if a quorum was just the Board members or does it include the public.

- Deputy City Attorney Molly Stump stated that a quorum is defined as the majority of the members of the Board as provided by law. The HSB consists of seven people and a majority is 4 members present. A Notice must be sent and there would be a meeting even if no one else is present.

Board Votes on Motion

Action: Motion was moved and seconded by the Board that the best interest of the public and members is protected by the state and local law, therefore, the

		HSS Rules and Regulations should remain as written. Motion passed 4 to 1. • Dr. Welch stated that the commissioners should call and inform her of the items they would like to have on the agenda. This will allow proper notification of the staff for preparation and would ensure that discussions on the item will be consistent with their concerns. • Yvonne Hudson stated that the process of getting items on the agenda is as follows: - Items that are presented at last meeting. - She receives calls/recommendations from the commissioners regarding business issues that happened that month. - Receives staff (i.e. HSS/DHR) issues that the Board should be noticed. - Standard regular meeting with the HSB President to discuss all items and issues prior to finalizing agenda. • Dr. Welch stated that some items are removed or not placed on an agenda because of needed development or the issue gets resolved in advance. It is important to assure before an item is put on the agenda that it will be a fruitful discussion to the Board and to the public. • Commissioner Zvanski reminded the Board that Item 10 on this agenda is part of the process of requesting items to be placed on the next agenda.
10092003-09	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). Jane Fronk of Kaiser • Presented to the Board a letter from Kaiser regarding discontinuation of Senior Advantage in Ventura, CA. This document is attached as Schedule #7. Effective January 1, 2004, Kaiser will no longer offer the Senior Advantage plan in the western portion of Ventura County. Another letter, dated September, 2003, to Ms. Yvonne Hudson, tells how this change will affect the retirees and employees who are enrolled in the Kaiser Permanente Senior Advantage plan. This letter is attached as Schedule #8. • Ms. Fronk stated that only three members are affected by this change and that they will continue to

		have Kaiser Permanente coverage until the end of the service year. The members, however, will no longer have the Senior Advantage plan and as a result, would be over 65 without Medicare members. • Yvonne Hudson stated that HSS will transfer them to Plan 1 in July 2004. They will receive a letter from HSS stating that they will need to make a change in their benefits at the end of the plan year. • Ms. Fronk announced to the Board that DMHC has approved Kaiser Permanente to offer a live/work provision which means that members who live or work near Kaiser's service area may enroll for coverage. This policy becomes effective on October 1, 2003. There are some limitations in services for members that are outside the zip code area. Public Comments: Jean Thomas, retiree, asked what makes the pull out in the western Ventura area so unique that they may not anticipate applying anywhere else. President Welch requested that the question be forwarded to the HMO for response after the meeting.
10092003-10	Discussion Item	Opportunity to place items on future agendas. • Special Appeals meeting next month • People Soft Financial Interface (Ray Wong) • Finance & Budget Committee (standing item) • Rates & Benefits Committee (standing item) Public Comments: Dennis Krueger requested that the Board should consider City and County employees who could not join because of the out of zip code area rule, be able to enroll in Kaiser during the mid term year. Deputy City Attorney Molly Stump confirmed that all changes must be done at the next enrollment (April 2004).
10092003-11 Adjourn 2:54 PM	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: Mike Kramer introduced, Barbara Yang, a new associate at Towers Perrin and who is replacing Heidi Martindill who transferred to Towers Perrin in Washington, DC. Ms. Yang was welcomed by Dr. Welch and the Board.

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

www.sfgov.org/dhr

DISABILITY ACCESS

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KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Special Meeting
Thursday, November 13, 2003
12:00 Noon

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

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☐	**Call to Order**		
☐	**Roll Call**	President Melissa Welch, MD, MPH Vice President, Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
☐	**11132003-01S**	**Discussion Item**	**Public comment on all matters pertaining to the closed sessions.** Public Comments:
☐	**11132003-02S**	**Action Item**	**Vote on whether to hold closed sessions to hear appeals and to confer with legal counsel** (San Francisco Administrative Code section 67.10(d)). Staff Recommendation: Hold closed sessions Public Comments: Action:
CLOSED SESSIONS PURSUANT TO ARTICLE I, SECTION 1 OF THE CALIFORNIA CONSTITUTION AND PURSUANT TO GOVERNMENT CODE SECTIONS 54956.9(C) AND 54956.9(B)(3) AND SAN FRANCISCO ADMINISTRATIVE CODE SECTION 67.10(D)			
Closed Session I: Consideration of the following appeal pursuant to Section 12.200(5)			
☐	**11132003-03S**	**Action Item**	**Appeal of denial to lift exemption of benefits (HSS No. 25-5950).** Staff Recommendation: Deny member's appeal.
RECONVENE IN OPEN SESSION			
☐	**11132003-04S**	**Action Item**	**Possible report on action taken in closed session** (Government Code section 54957.1(a)(2) and San Francisco Administrative Code section 67.12(b)(2)). Action:
☐	**11132003-05S**	**Action Item**	**Vote to elect whether to disclose any or all discussions held in closed session** (San Francisco Administrative Code section 67.12 (a)). Action:
☐	**11132003-06S**	**Discussion Item**	**Opportunity to place items on future agendas.**
☐	**11132003-07S**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

Adjourn

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Department of Human Resources

November 13, 2003 (Special Meeting)

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Health Service Board

MINUTES

Special Meeting

Thursday, November 13, 2003
12:00 Noon

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Roll Call	President Melissa Welch, MD, MPH, *Excused* Vice President, Karen Breslin Supervisor Chris Daly, *Excused* Commissioner James Deignan Commissioner Scott Heldfond, *Excused* Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
11132003-01S	Discussion Item	Public comment on all matters pertaining to the closed sessions. Public Comments: None
11132003-02S	Action Item	Vote on whether to hold closed sessions to hear appeals and to confer with legal counsel (San Francisco Administrative Code section 67.10(d)). Staff Recommendation: Hold closed sessions Public Comments: None Action: Moved and seconded by the Board to hold closed sessions. Motion passed 4 to 0.
11132003-03S	Action Item	Appeal of denial to lift exemption of benefits (HSS No. 25-5950). Staff Recommendation: Deny member's appeal. Action: Moved and seconded by the Board to not report on action taken in closed session. Motion passed 4 to 0.
11132003-04S	Action Item	Possible report on action taken in closed session (Government Code section 54957.1(a)(2) and San Francisco Administrative Code section 67.12(b)(2)).

		Action: Motion was moved and seconded by the Board not to report on action. Motion passed 4 to 0.
11132003-05S	Action Item	**Vote to elect whether to disclose any or all discussions held in closed session** (San Francisco Administrative Code section 67.12 (a)). Action: Motion was moved and seconded by the Board not to disclose. Motion passed 4 to 0.
11132003-06S	Discussion Item	**Opportunity to place items on future agendas.** • Deputy City Attorney Molly Stump stated that she will correct the order of the agenda items to hold closed session and the order to reconvene to open session.
11132003-07S	Discussion Item	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments: None

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting

Thursday, November 13, 2003
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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/13/03

Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
11132003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of October 9, 2003 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
11132003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Yvonne Hudson, Jeff Hildebrant)** - RFP Update - 10-County Survey Update ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Finance Group (Jamie Austin, Erik Mezack)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* - *HSS Financial Reporting Work Plan* Public comments:

11132003-03	Action Item	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Plan, September, 2003.* Staff Recommendation: Accept Report Public Comments: Action:
11132003-04	Discussion Item	**Discussion regarding status of development of PeopleSoft financial interface (Linda Lee).** Documents provided to Board prior to meeting: None Public Comments:
RATES AND BENEFITS MATTERS		
11132003-05	Discussion Item	**Report on activities of the Rates and Benefits Committee (Commissioner Zvanski).** Documents provided to Board prior to meeting: None Public Comments:
END RATES AND BENEFITS MATTERS		
FINANCE AND BUDGET MATTERS		
11132003-06	Discussion Item	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
END OF FINANCE AND BUDGET MATTERS		
11132003-07	Discussion Item	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
11132003-08	Discussion Item	**Opportunity to place items on future agendas.** Public Comments:
11132003-09 **Adjourn**	Discussion Item	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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DISABILITY ACCESS

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Department of Human Resources

November 13, 2003

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13/03

Health Service Board

MINUTES

Regular Meeting

Thursday, November 13, 2003
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH Vice President Karen Breslin Supervisor Chris Daly, *Excused* Commissioner James Deignan Commissioner Scott Heldfond, *Excused* Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
11132003-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: • Regular Meeting of October 9, 2003 Staff Recommendation: Approve draft minutes Public Comments: None Action: Motion was moved and seconded by the Board to approve the minutes. Motion passed 5 to 0.
11132003-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration (Jeff Hildebrant) 10-County Survey Update • The 10-County Survey still has four counties outstanding and information is expected immediately following completion of their Open Enrollment. RFP Update

- The City Plan outsourcing RFP selection committee will meet and score the 3 finalists on Wednesday, November 19, 2003. The staff will present recommended candidate to the commissioners at the December HSB meeting. The Board will be able to ask questions to the candidate. The members of the selection committee are:
- Julian Low, Mayor's Budget Office
- Commissioner Zvanski
- Commissioner Van Runkle
- Ray Wong, DHR
- Beaulah Smith, City Plan Manager
- Antoinette Candelaria, City Plan Supervisor
- Jeffrey Hildebrant, Assistant Deputy Director

City Health Plan Group (Beaulah Smith)

- Per the request of the Board, two additional columns were added to the *Claims Activity Report*, attached as Schedule #1. The claims report for week ending 10/31/03 is as follows:
    1. 3,710 - Claims processed during the week
    2. 7.71 - Working days turnaround time
    3. 5,994 -Claims pending end of week
    4. 4.198 - Claims received during week (new column)
    5. Percent of staffing - 82% (new column)
- President Welch stressed the importance of keeping record on the claims report, the number of full time equivalents (FTE) available each week to process claims. Yvonne Hudson stated that in the past the staffing report showed more people than what was available and in the future the percent of staffing will be recorded according to the number of positions that the Health Service System has the authority to fill. There are six budgeted positions but HSS can only fill 4 of these; therefore, the percentage of staff report will be based on this number and will be included in the next report

Dr. Welch requested that the record of this information should start on October 3, 2003.

- Ms. Hudson confirmed for Commissioner Van Runkle that the customer service telephone hours are: 9AM to 11AM and 2 PM to 4 PM, Monday through Friday, with the provider line open daily from 9 AM until noon.

Finance Group

Work Plan Update (Jamie Austin)

		• The Board received the *HSS Financial Reporting Work Plan* report, which is attached asSchedule #2. This report lists the responsibilities of the actuary (Towers Perrin) and DHR Finance staff. • The Board received the *Financial Reports, Health Service System, September 2003*. This report is attached as Schedule #3. Jamie Austin reported that Towers Perrin is working with the DHR finance and information technology staff to development a report showing revenues and expenses by the type of City Plan members. This report will be available at the next meeting. Public comments: None
11132003-03	Action Item	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance** • Erik Mezack presented to the Board the *Activity for HMOs and City Plan, September 2003*. This report is attached as Schedule #4. • The adjustments to the transfer amount ($165,000) for the transgender benefit is not in this report but will be included in the next report. • The financial report for the School District will be current through the end of October and will be reflected in the October report. Starting in November, the School District will be billed every pay period (bi-weekly). Jamie Austin clarified that since the School District's pay period is different (monthly), weekly payments are reconciled to make up the difference on each month of the District's pay period. • Yvonne Hudson stated that the new payment arrangements with the School District would eliminate all their delinquencies with HSS. Staff Recommendation: Accept Report Public Comments: None Action: Moved and seconded by the Board to accept the financial report. Motion passed 5 to 0.
11132003-04	Discussion Item	**Discussion regarding status of development of PeopleSoft financial interface (Linda Lee).** • Linda Lee of DHR stated that she is the substitute for Ray Wong, who will not be available on Thursdays and Fridays. • Ms. Lee stated that the project to develop financial reports developed through the PeopleSoft financial interface is progressing and that Jamie Austin and Erik Mezack set the priorities. There are regular meetings with them and the Information Systems staff.

		• Implementation of the Unified School District premium payments through the generated file in People Soft is expected by the end of this month and the delinquency processing will be moved to real time. • President Welch requested that a written report be included in the next presentation to the Board. Public Comments: None
RATES AND BENEFITS MATTERS		
11132003-05	**Discussion Item**	**Report on activities of the Rates and Benefits Committee (Commissioner Zvanski).** • Last meeting was short and discussions included questions and concerns regarding benefits from last year. • PUC Manager, Pat Martel and Personnel Director, Therese Madden attended the last meeting. Ms. Martel had to leave the meeting early and Ms. Madden made a report to the Committee on behalf of the Hetch Hetchy employees. • Next meeting will be on Monday, November 17, 2003. • President Welch requested that the Rates and Benefits Committee remember, when considering changes to Plan 1, that system challenges require different handling and processing and could hinder the administration of certain changes. • Commissioner Zvanski stated that the Committee is aware of the system's limitations and will know the realm of possibilities by the next Rates and Benefits meeting. • Mike Kramer stated that most of the vendors and HMOs will make their presentations at the next Rates and Benefits meeting and that Towers Perrin will have a summary report delivered to the Commissioners by tomorrow. • The Commissioners requested that the documents be delivered without the need for signature. • President Welch stated that she is going out of town and would like to have material to read while traveling. • Joanne Haggerty of Health Net stated that her information will be available tomorrow and that she can email it to the Board. • Jane Fronk of Kaiser stated that she will try to email as much information as possible. • Linda Patron concurred that she will try to email her report as soon as it is available. • President Welch requested that the HMO reports be sent to the Commission Secretary, Arnetta Brown, who will email the documents

		to the committee. • President Welch requested that another meeting in January should be scheduled. The Commission Secretary confirmed that there are currently two meeting dates already scheduled: January 12 and January 27, 2003. • Commissioner Deignan stated that UBH and VSP made presentations at the last Rate and Benefits Committee meeting. Public Comments: None
END RATES AND BENEFITS MATTERS		
FINANCE AND BUDGET MATTERS		
11132003-06	Discussion Item	Report on activities of the Finance and Budget Committee (Commissioner Heldfond). • Deferred to next meeting Public Comments: None
END OF FINANCE AND BUDGET MATTERS		
11132003-07	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). • Joanne Haggerty of Health Net reported that the new ID card for 40,000 members is being distributed early and is HIPPA compliant. • Effective December 1, 2003, Health Net is moving their pharmacy mail order from Walgreen to Express Scripts. A memo, dated October 24, 2003 was sent to members notifying them of this change. This letter is attached as Schedule #5.ValleyCare Health System is now a part of the Health Net network; announcement is attached as Schedule #6. Public Comments: Ray Mason wanted to know how Kaiser's prescription changes that will go in effect in January, effect the members of the Senior Advantage Plan and the HSS and how will it effect the prescription cost for Blue Cross and Health Net. • Jane Fronk stated that the article that Mr. Mason is referring to is false and that the changes are with Kaiser's individual plan purchased by persons that are not affiliated with any health plans. A response by Kaiser was written back to the newspaper editorial regarding their error and to clarify the misquotes. • Linda Patron stated that Kaiser's changes do not have any effect on Blue Shield and that the pharmacy program is customized for the City and County of San Francisco and will remain the same.

		- Joanne Haggerty of Health Net stated changes on individual and group plans have no effect on the City and County of San Francisco.
11132003-08	Discussion Item	**Opportunity to place items on future agendas.** - Finance & Budget Report - Rating - RFP Claim Outsourcing - People Soft Update Public Comments: None
11132003-09 **Adjourn: 1:58 PM**	Discussion Item	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments: None

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting

Thursday, December 11, 2003
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
12112003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of November 13, 2003 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of Regular Meeting.* Public Comments: Action:
12112003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Yvonne Hudson, Jeff Hildebrant)** ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Finance Group (Jamie Austin, Erik Mezack)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:
12112003-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Plan, October, 2003 and year-to-date.*

		Staff Recommendation: Accept Report Public Comments: Action:
12112003-04	**Discussion Item**	**Presentation of 2002-2003 audited financial statements (Jamie Austin and Erik Mezack).** Documents provided to Board prior to meeting: *Financial Statements for the years ended June 30, 2003 and 2002.* Public Comments:
12112003-05	**Discussion Item**	**Discussion regarding status of development of PeopleSoft financial interface (Linda Lee).** Documents provided to Board prior to meeting: *Benefits Administration & Information Systems (BAFS) Memorandum.* Public Comments:
12112003-06	**Action Item**	**Certification of the 10-County Survey amount for fiscal year 2004-2005.** Documents provided to Board prior to meeting: - *Results of the 10-County Survey* - *Draft Certification of the Average Contribution Under 10-County Survey* Staff Recommendation: Adopt Certification Resolution Public Comments: Action:
12112003-07	**Discussion and Possible Action Item**	**HSS staff presentation of highest ranked proposer for potential City Health Plan Administration contract (Jeffrey Hildebrant; Uniprise/UnitedHealthcare.** Documents provided to Board prior to meeting: - *Uniprise Presentation to the City and County of San Francisco-December 2003* - *Vendor Score Sheet* - *Financial Commentary* - *Service Highlights/Exhibits 1-7* Staff Recommendation: Authorize staff to enter into contract negotiations with Uniprise. Public Comments: Action:
RATES AND BENEFITS MATTERS		
12112003-08	**Discussion Item**	**Report on activities of the Rates and Benefits Committee (Commissioner Zvanski).** Documents provided to Board prior to meeting: *None* Public Comments:
END RATES AND BENEFITS MATTERS		

	FINANCE AND BUDGET MATTERS	
12112003-09	**Discussion Item**	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
	END OF FINANCE AND BUDGET MATTERS	
12112003-10	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
12112003-11	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
12112003-12 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

AMENDED

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Pledge of Allegiance			
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**		
12112003-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of November 13, 2003 • Special (Appeals) Meeting of November 13, 2003 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular and Special (Appeals) Meetings.* Public Comments: Action:	
12112003-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Yvonne Hudson, Jeff Hildebrant)** ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Finance Group (Jamie Austin, Erik Mezack)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:	

12112003-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Plan, October, 2003 and year-to-date.* Staff Recommendation: Accept Report Public Comments: Action:
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12112003-06	**Action Item**	**Certification of the 10-County Survey amount for fiscal year 2004-2005.** Documents provided to Board prior to meeting: - *Results of the 10-County Survey* - *Draft Certification of the Average Contribution Under 10-County Survey* Staff Recommendation: Adopt Certification Resolution Public Comments: Action:
12112003-07	**Discussion and Possible Action Item**	**HSS staff presentation of highest ranked proposer for potential City Health Plan Administration contract (Jeffrey Hildebrant; Uniprise/UnitedHealthcare.** Documents provided to Board prior to meeting: - *Uniprise Presentation to the City and County of San Francisco-December 2003* - *Vendor Score Sheet* - *Financial Commentary* - *Service Highlights/Exhibits 1-7* Staff Recommendation: Authorize staff to enter into contract negotiations with Uniprise. Public Comments: Action:
RATES AND BENEFITS MATTERS		
12112003-08	**Discussion Item**	**Report on activities of the Rates and Benefits Committee (Commissioner Zvanski).** Documents provided to Board prior to meeting: *None*

		Public Comments:
END RATES AND BENEFITS MATTERS		
FINANCE AND BUDGET MATTERS		
12112003-09	**Discussion Item**	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
END OF FINANCE AND BUDGET MATTERS		
12112003-10	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
12112003-11	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
12112003-12 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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December 11, 2004

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Health Service Board

Minutes
Regular Meeting

Thursday, December 11, 2003
1:00 PM

City Hall, Room 416
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San Francisco, CA 94103

25
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/11/03

Call to Order

Pledge of Allegiance

Roll Call President Melissa Welch, MD, MPH, Arrived 2 PM
Vice President Karen Breslin

Supervisor Chris Daly, Absent
Commissioner James Deignan
Commissioner Scott Heldfond

Commissioner Aleeta Van Runkle

Commissioner Claire Zvanski

12112003-01 Action Item Approval (with possible modifications) of the minutes of the following meeting:

- Regular Meeting of November 13, 2003
- Special (Appeals) Meeting of November 13, 2003

Staff Recommendation: Approve draft minutes

Public Comments: None

Action: Moved and seconded by the Board to approve the minutes of the Regular and Special Meetings of November 13, 2003. Motion passed 5 to 0.

12112003-02 Discussion Item Reports of Health Service System staff and legal

Counsel regarding the following matters:

- The Board received the *Claims Processing Status*

Report for fiscal year 2003-2004. This report is attached as Schedule #1. Because of problems with the Wang system, inventory of the week ending starts on December 1, 2003 instead of November 28, 2003. Details of this report are as follows:

- Claims on hand - 4,565
- Claims received during week - 2,799
- Claims processed YTD - 81, 393
- Working days turnaround-7.24
- Claims pending end of week - 6,072
- Percentage of staff - 84% (based on the addition of 2 full time analysts to process claims).

Public comments: None

12112003-03 Action Item Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).

- Erik Mezack presented the *Activity for HMOs and City Plan, October 2003 and year-to-date* report. This report is attached as Schedule #2 and include the following details:
  - Estimated change in the total net assets available for the Health Service System. These amounts have not been audited and do not include all items found on audited financial statements.
  - Interest earnings and projected subsidy by medical plan
  - Losses in the HMOs and gain in the City Plan in the month of October and year to date.
  - Financial report of City Plan data (Trust fund activity) previously prepared by Towers Perrin.

Staff Recommendation: Accept Report

Public Comments: None

Action: Moved and seconded by the Board to accept the regular financial report for HSS. Motion passed 5 to 0.

12112003-04 Discussion Item Presentation of 2002-2003 audited financial statements (Jamie Austin).

- The Board received the *Financial Statements for the* *years ended June 30, 2003 and 2002*. This report is attached as Schedule #3. Subjects discussed, with special emphasis that the summarized information presented is not intended to substitute for the notes, are as follows:

- Statement of net assets

- Assets

- Liabilities

- Statement of changes in net assets

- Additions to the Trust fund

- Net assets available for health benefits (for both statements).

- Additional details regarding this report and information regarding the KPMG Management Letter will be given at the next Finance & Budget Committee meeting scheduled for Tuesday, December 14, 2003.

- KPMG will be present at the HSB Regular meeting in January to discuss and answer questions regarding the management letter.

Public Comments: Jean Thomas asked if the claims liability report listed in the statement of net assets (formerly IBNR) for the period ending June 30, 2003 reflect the lower number of outstanding claims at the end of the year.

- Mike Kramer responded that the calculation in the claims liability report includes not only the claims payments but also any changes observed in the fluctuation of pending claims over the years.

12112003-05 Discussion Item Discussion regarding status of development of PeopleSoft financial interface (Ray Wong).

- The Board received the *Benefits Administration & Information Systems (BAFS) Memorandum,* which is attached as Schedule #4.

- Mr. Wong stated that the practice of invoicing the Unified School District (USD) for the premiums due for their HSS covered members has been initiated. If the amount remitted by the USD matches the invoice, no USD members should go delinquent since the BAFS is the system of records.

- USD has on line access to populate the HR data, which drives the benefits/administration and allows them to make their own changes (i.e. hiring, separations) on line. USD has all the capabilities necessary to keep their data current.

- USD will be provided a full file of the USD membership and a change file (i.e. add, deletes, changes) of their membership for each biweekly and monthly payroll for each billing period. Among other things, these files will allow the USD to perform their internal reconciliation processes.

Public Comments: None

12112003-06 Action Item Certification of the 10-County Survey amount for fiscal year 2004-2005 (Jeffrey Hildebrant).

- The Board received the following documents: *Results of the 10-County Survey and Draft Certification of the Average Contribution Under 10-County Survey*. These documents are attached as Schedule #5.

- Overall contribution increase from last year's 10-County amount is 11.3%, from $281.21 to $312.90.

- Counties are ranked according to population and demographic information (does not include San Francisco).

- The Board received the *Certification Resolution for the Average Contribution Under Ten-County Survey*. This document is attached as Schedule #6.

Staff Recommendation: Adopt Certification Resolution

Public Comments: None

Action: Moved and seconded by the Board to adopt the Certification Resolution. Motion passed 5 to 0.

- Yvonne Hudson stated that she would prepare a letter to the Board of Supervisors requesting that they accept this certified amount. It is required that this request be filed by the second Monday in January. Commissioner Heldfond recommended that Supervisor Chris Daly be notified about the letter in advance of the Board of Supervisors filing.

12112003-07 Discussion and Possible Action Item HSS staff presentation of highest ranked proposer for potential City Health Plan Administration, Uniprise/UnitedHealthcare.

Jeffrey Hildebrant, Assistant Deputy Director, HSS

- Summarized the reasons for outsourcing the claims administration:

  - Questions regarding a better way to do claims and if the right thing is being done.

- Started with the claims problems in 1990 and ongoing to the present time in regards to customer service issues, claims payments, provider issues etc.

- Technology (electronically) not available to accommodate present Wang system.

- Members need to have a better plan and additional options available to present to the Board

- Request for information for a new claims system for handling payments was done by DHR in year 2000 and the cost was estimated at several million dollars.

- HSS received 13 requests to an RFP for a claims administrator in July 2002. Focus for the needs of a claims administrator changed to include in the RFP an administrator that can handle all areas of the claims process.

- The Selection Committee for the Claims administrator included individuals from the: Mayor's Office, Health Service Board, DHR staff and the HSS staff.

- Vendor selected by the panel is called the Uniprise-United HealthCare.

- The Board received the *Vendor Score Sheet*, which was used by the Review Panel and is attached as Schedule #7. Attached to this report are the following subjects and some noted items of special interest:

Financial Commentary

Service Highlights

- Customer Service is from 8 AM to 8 PM (all the zones)

- IVR (telephonic voice response) is 24/7

- Web access 24/7

- Accept electronic claims submissions

- Claims Operations -

- Electronic submission rate for United Health Care (Uniprise) is currently 65%.

- Claims auto adjudication rate is 75%
- One of the largest provider networks in California (341 hospitals)

Performance Guarantees (Exhibit 1)

Network

- Centers of Excellence
- Network Match
- Transgender Network (see Exhibit 3)
- Tuolumne Network

Health &Wellness Programs

Mental Health/Substance Abuse & Managed Rx Services

Reporting

Preserving the Identity of City Health Plan

- City Plan still belongs to the members
- Customized ID cards

Fees

- Multi-year rate guarantees through 2006-07
- ASO/PPO fees (Exhibits 6 and 6A)
- MH/SA & Rx fees (Exhibit 7)

Other

- $40,000 fee credit-transition allowance

- Jeffrey Hildebrant presented the following members of Uniprise to the Board: Dawn M. Owens, President, Andrew Clare, Vice President of Business Development, and Joe Cannizzo, Regional Vice President of Operations Management

- Mr. Hildebrant stated that a transition of the claims staff is currently being developed. Many of the claims staff (5) will be moved over to the Membership section.

- Dawn Owens of Uniprise confirmed to the Board that they do business with a number of government entities in cities, states, and counties and they serve over a million consumers through those programs. Per the request of Commissioner Heldfond, a list of the government clients will be provided. References from government clients (i.e. University of California) have already been submitted to the Board and the Review Panel.

HSB President Arrival

Vice President Breslin announced the arrival of Dr. Welch to the meeting.

- In response to Dr. Welch's request for the development of a new Plan design, Andrew Clare assured Dr. Welch that Uniprise has the flexibility with the system to be able to apply that flexibility to the whole population or a sub section of the population, in a prompt manner for the review of the Board.

- Commissioner Zvanski stated that she and Commissioner Van Runkle served on the Selection Panel and originally she did not approve of outsourcing. However, the cost of having necessary customer services (i.e. 8am to 8pm) and the need for a better Plan for members that includes on line network access that will be comparable to the HMOs, makes outsourcing significant. The selection of an administrator will not only enhance Plan 1 by making it stronger and better, but the Plan will still be regulated and owned by the members and the national network and discounts will be available to all retirees, no matter where they live. Uniprise was selected after hard and long discussions.

Motion/Discussion by the Board

- Commissioner Zvanski moved that the Board should approve the selection of Uniprise.

- Commissioner Heldfond stated that he would like to see numbers in regards to the fees listed under service highlights (page 3).

- Jeffrey Hildebrant reminded the Board that because of the date of Open Enrollment, a decision must be made today or the contract will not be effective until the next July.

- Molly Stump confirmed for Dr. Welch that the final decision to accept this vendor must be made by the full Board, not the Rates and Benefits. Committee. Therefore, the vote must be done today or in January.

- In response to Commissioner Breslin's question regarding a web check for rating accreditation with the

National Committee for Quality Assurance (NCQA), Ms. Owens stated that United Health Care has a number of health plans throughout the country. All of the health plans are accredited either by NCQA or JCHO and promised to give follow-up accreditation information to the Board.

- Ms. Owens stated that Uniprise is active in working with the community in all areas to improve the health care system, such as:

  - Work as a sponsor within the Leap Frog group

  - Work with NCQA

  - Participate in the Bridges to Excellence Program

  - Centers to Excellence Program

- Mr. Andrew Clare stated that a Uniprise local, San Francisco based accountant representative will be making monthly accounting reports formerly done by Express Scripts and Beech Street. He will be attending all of the meetings (HSB and Rates & Benefits Committee etc.) and will be working closely with Yvonne Hudson and Jeffrey Hildebrant and team, and will provide information necessary in reports to the Board.

- Mike Kramer stated that the Medical component of Plan 1 rates is to increase by 8.5% pharmacy component to increase by 6.85% and the final 10-County increase is 11.3%. Per the request of Commissioner Heldfond and the Board, Mr. Kramer gave additional information in regards to the cost breakdown for Plan 1. This report will be available and discussed further in the Rates and Benefits Committee meeting scheduled for Monday, December 29, 2003.

- Commissioner Van Runkle stated that she served on the Selection Panel and like Commissioner Zvanski, was very impressed with United Health's capabilities and potentials in what they can bring to the City Plan members.

- Staff Recommendation: Authorize staff to enter into contract negotiations with Uniprise.

Public Comments: Ray Mason, retiree, asked if the ID cards will be without social security numbers and is the role of Uniprise to deny service or pay the bills according to the Plan.

- Mr. Clare Andrew confirmed that the ID cards will not have social security numbers (per the law) and claims received for processing are considered according tothe terms of City Plan and administered according to documents that govern the Health Plan and decisions made by HSS staff, process claim and if a payment needed, make the payment to the participant or provider directly. Uniprise will only make a decision on whether the service you received is covered by the City Health Plan.

- Mr. Mason wanted to know what will happen to Beech Street, UBH, and Express Scripts, once this change is made to Uniprise and is this in the RFP, who decided the change, and how will this affect the members.

- Commissioner Zvansk stated that the RFP process was started last year with anticipation of this change. Pending the vote of the commissioners on the motion proposed by her, this would be an all in one claims benefit, which includes prescriptions and mental health. Plan design is still controlled by the Health Service Board.

Motion

- Commissioner Zvanski moved to adopt the recommendation to contract with Uniprise for the Claims Administration, the claims, the pharmacy, the mental health, and administrative component with Uniprise to be effective July 1, 2004.

Action: The motion has been moved and seconded by the Board to adopt the recommendation to contract with Uniprise for the Claims Administration, the claims, the pharmacy, the mental health; an administrative component with Uniprise, to be effective July 1, 2004. Motion passed 6 to 0.

- President Welch requested that Dawn Owens familiarize herself with the HSB meeting process so she can give reports on the implementation progress. The Board will address any problems or challenges with the transition and will be expecting reports regarding fixes.

- Ms. Owens thanked the Board for their selection of Uniprise and stated that she is looking forward to the opportunity to be of service.

RATES AND BENEFITS MATTERS

12112003-08	Discussion Item	Report on activities of the Rates and Benefits Committee (Commissioner Zvanski).

- Commissioner Zvanski stated that there will be a Rates and Benefits Committee meeting on Monday, at 10 AM, in Hearing Room 408.

- Last Rates and Benefits meeting was held on November 17, 2003 and rates were given for all the HMOs, Medicare and Non Medicare, Delta Dental, Pacific Union, and Beech Street.

- Kaiser will continue to provide Medicare Plus Choice benefit.

- Discussions regarding Health Net's Rosetta Stone.

- Dr. Welch thanked the vendors for turning in their presentations in on time.

- Joanne Haggerty stated that Health Net is still looking at their rates and are currently in (2- year) contract negotiations with a very large provider. Negotiations are projected to close on December 29, 2003.

Public Comments: None

END RATES AND BENEFITS MATTERS

FINANCE AND BUDGET MATTERS

12112003-09 Discussion Item Report on activities of the Finance and Budget Committee (Commissioner Heldfond).

- Deferred until next meeting.

Public Comments: None

END OF FINANCE AND BUDGET MATTERS

12112003-10 Discussion Item Reports on Network and Health Plan Issues (Network and Health Plan representatives).

- Dr. Welch stated to Beech Street and Express Scripts that the Board loves them and the vote was not because of any dissatisfaction of their services, but because of the need to improve Plan 1.

Public Comments: None

12112003-11 Discussion Item Opportunity to place items on future agendas.

- Election of Board Seat (Commissioner Deignan)

- Legislation (California SB2/Medicare/Pharmacy)

- Finance & Budget Report

Public Comments: None

12112003-12 Discussion Item Opportunity for the public to comment on any matters within the Board's jurisdiction.

Adjourn 3:10 pm

Public Comments: Ray Mason inquired about the new Medicare legislation, how will it affect the prescription benefit, and will the money given to the HMOs have any effect on the rates.

- Molly Stump stated that Towers Perrin developed a general overview for a variety of their clients on a national level and they will give a presentation at the HSB meeting in January. Ms. Stump will give legal advice in regards to the work of the Board.

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

- Speakers are urged to fill out a speaker card in advance, but may remain anonymous if so desired.

- A member of the public has up to three minutes to make pertinent public comments before action is taken on any agenda item.

- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting. The complete rules are set forth in Section A(6) of the Health Service System Rules and Regulations. A copy of these Rules and Regulations is available at any time upon request. Call the Commission Secretary, Arnetta Brown, for further assistance at (415) 554-1727.

HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

www.sfgov.org/dhr

DISABILITY ACCESS

The meeting will be held at City Hall, #1 Dr. Carlton B. Goodlett Place, Room 416. The closest accessible BART Station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are: #42 Downtown Loop, and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

The following services are available upon request:

- American Sign Language interpreters will be available upon request.

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- Minutes of the meeting or hearing are available in alternative formats.

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In order to assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

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Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94103; telephone (415) 581-2300; fax (415) 581-2317; web site www.sfgov.org/ethics.

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

Regular Meeting

Thursday, January 8, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
01082004-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of December 11, 2003 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
01082004-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Yvonne Hudson, Jeff Hildebrant)** **- Status of 10-County Survey approval** ▪ **Membership Group (Diana Ferrari)** ▪ **City Health Plan Group (Beaulah Smith)** ▪ **Finance Group (Jamie Austin, Erik Mezack)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:

01082004-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Plan, November, 2003 and year-to-date.* Staff Recommendation: Accept Report Public Comments: Action:
01082004-04	**Discussion Item**	**Discussion regarding status of development of PeopleSoft financial interface (Ray Wong).** Documents provided to Board prior to meeting: None Public Comments:
01082004-05	**Action Item**	**Resolution regarding the 2004 election for member of the Health Service Board.** Documents provided to Board prior to meeting: *Draft Resolution.* Public Comments: Action:
RATES AND BENEFITS MATTERS		
01082004-06	**Discussion Item**	**Report on activities of the Rates and Benefits Committee (Commissioner Zvanski).** Documents provided to Board prior to meeting: *None* Public Comments:
END RATES AND BENEFITS MATTERS		
FINANCE AND BUDGET MATTERS		
01082004-07	**Discussion Item**	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None Public Comments:
END OF FINANCE AND BUDGET MATTERS		
01082004-08	**Discussion Item**	**Discussion regarding SB-2 and Medicare Pharmacy legislation (Molly Stump, Deputy City Attorney and Mike Kramer, Towers Perrin).** Documents provided to Board prior to meeting: None Public Comments:
01082004-09	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
01082004-10	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:

01082004-11 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Health Service Board

Minutes
Regular Meeting

Thursday, January 8, 2004
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH Vice President Karen Breslin Supervisor Chris Daly - Arrived at 1:15pm Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
01082004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of December 11, 2003 Staff Recommendation: Approve draft minutes Public Comments: None Action: Moved and seconded by the Board to approve the minutes of December 11, 2003. Motion passed 6 to 0.
01082004-02	Discussion Item	Reports of Health Service System Staff and Legal Counsel regarding the following matters: Administration (Yvonne Hudson) • Documents regarding the 10-County Survey has been submitted to the Board of Supervisors and will be heard by the Finance Committee on January 28, 2004.

Membership Group (Diana Ferrari)

- A memo dated, April 1, 2004 will be sent to 538 subscribers requesting a notarized copy of the subscriber's 1040 Tax Form that lists the child(ren) as their declared dependents in order to ensure continued medical and/or dental coverage. A copy of this memo was distributed to the Commissioners and is attached as Schedule #1. This notarized copy must be received by the Health Service System no later than April 30, 2004, to avoid termination of benefits for these dependents on May 1, 2004. There are 762 dependents that are in this category. Dr. Welch stated that clarification is needed as to what part of the 1040 Tax Form should be turned in to HSS by the members and recommended specifying the page number(s) of the form that lists the children that should be notarized.

City Health Plan Group (Beaulah Smith)

- The Board received the *Claims Processing Status Report*, which is attached as Schedule #2. The report for week ending 01/02/04 is as follows:

  - Claims processed year to date - 95,982
  - Working days turnaround - 11.45
  - Claims pending at end of week - 9,432
  - Percentage of staff - 63%

- The Wang hard-drive system crashed as a result of the December 21, 2003 power outage in San Francisco. The system was down from Monday, December 22 through Wednesday, December 31, 2003 and contributed to the high claims outstanding report (9,432).

- The percentage of staff includes 3.5 Technicians plus 2 Benefits Analysts (on rotational basis) processing claims during mid December. However, the goal of reducing the claims outstanding, in anticipation of staff shortages because of upcoming holidays, failed because of the operational failure of the Wang System.

- Molly Stump stated that because the fire was stared by a transformer owned by PG & E, she requested the Claims staff to keep a record of all the damages to the Wang System in case the City places a claim against PG & E.

Acknowledgement of the arrival of Supervisor Daly to the meeting by Dr. Welch.

		Public comments: None
01082004-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack). • Erik Mezak presented *the Activity for HMOs and City Plan, November, 2003 and year-to-date*. This financial report is attached as Schedule #3 and includes the following highlights: - *Trust Fund Expenses for Plan 1, Fiscal Year 2003-04 and November 2003* (formerly done by Towers Perrin). - *Estimated Changes in Net Assets Available for November 30, 2003*. (Net assets total does not include money due from the School District). - *HSS Activity of Medical Subfund for Month Ended 11/30/03*. - *HSS Plan 1 Experience Fiscal Years 2001-02 through 2003-04*. • The School District promised that the payments due for November invoices for medical premiums will be posted to the HSS accounts by tomorrow. • Leave of absence reports are expected from IS staff by the middle of February and update and financial posting will be at the end of the year. Staff Recommendation: Accept Report Public Comments: None Action: Motion moved and seconded by the Board to accept the financial report. Motion passed 7 to 0.
01082004-04	Discussion Item	Discussion regarding status of development of PeopleSoft financial interface (Ray Wong). • The School District outstanding invoice premiums are past due, therefore, processing of the delinquency reports are incomplete until all of the data has been posted and reconciled. Mr. Wong stated that everything is expected to be current by the next billing cycle. • Anticipate that nearly all of the financial reports should be current by the middle of February. • There will be a reduction in the programming resources which will have approximately 30% impact on the general support to the People Soft financial

		interface as a result of the expiration of contract of outside vendors, Ciber Consultants (James Goody and Susan Deane). The People Soft project fund received money from the DHR budget last year to fund the vendors until the end of February 2004. Public Comments: None
01082004-05	Action Item	Resolution regarding the 2004 election for member of the Health Service Board. • The Board received a draft resolution for the upcoming HSB seat election for the seat currently held by Commissioner James Deignan. The seat will become vacant on May 15, 2004. The Department of Elections shall conduct the election from Friday, May 7, 2004 through Friday May 21, 2004. Attached to the resolution are the following documents: - Schedule/procedures for the May 2004 Health Service Board Election - Notice of Health Service Board Election memo written by Deputy City Attorney Molly Stump, to John Arntz, Director of the Department of Elections. - Notice to Announce Health Service Board Election - Nomination of Member for Health Service Board - Sponsor Page-Health Service Board Election The resolution and attached documents are attached as Schedule #4. • Commissioner Deignan confirmed to the Board that he will run for re-election Public Comments: None Action: Moved and seconded by the Board to approve the draft resolution. Motion passed 7 to 0.
RATES AND BENEFITS MATTERS		
01082004-06	Discussion Item	Report on activities of the Rates and Benefits Committee (Commissioner Zvanski). • Rates and Benefits Committee meeting was held on December 29, 2003 and the next meeting is scheduled for January 12, 2004. The goal of the Committee is to have everything completed in time for the February HSB meeting. Highlights of the last Rates and Benefits meeting are:

		- Health Net reduction of overall rates from 17.97% to 14.84% across the board. Dr. Welch requested them to see if they could match Kaiser's rate of 11.39%. - No changes in the office and hospital co-pays. - Emergency copay change from $10 to $20 for members of the Kaiser's Medicare Cost Plan - Transgender Benefit will remain with Plan 1 for another year. - Requested Towers Perrin to present various ratings for a variety of supplements to Plan 1and the HMOs. - Interesting offers from HMOs and Dentals based upon elimination (each other) and having only 1 dental contract for Plan 1. - Uniprise gave an overview of their network - Presentation made by Express Scripts. - Possible changes in VSP • Mike Kramer stated that the Board should be receiving their renewal update report for the next Rates & Benefits meeting today. Public Comments: None
END RATES AND BENEFITS MATTERS		
FINANCE AND BUDGET MATTERS		
01082004-07	Discussion Item	Report on activities of the Finance and Budget Committee (Commissioner Heldfond). • The Finance and Budget Committee meeting was held on Tuesday, December 16, 2004. The financial report was presented by Erik Mezack and included the KMPG Audit for 02-2003, which was presented at the last HSB meeting. • During the Finance & Budget meeting, Commissioner Heldfond recommended acceptance of the KMPG HSS Financial Statement for June 30, 2003 and 2002 to the next HSB meeting. • The management letter was not specific enough and the Committee is waiting for an update. Otherwise, Commissioner Heldfond assured the Board that they will be pleased with the noted improvements in the

		management letter. Motion • Commissioner Heldfond recommended, on the behalf of the Finance and Budget Committee, acceptance of the KMPG Financial Statements for June 30, 2003 and 2002. Motion withdrawn • City Attorney Molly Stump reminded the Board that this is a discussion item only and recommended waiting until the KMPG financial report is properly posted and put on the next HSB agenda as an action item. • Commissioner Heldfond withdrew his motion. • The Board complimented Jamie Austin and Erik Mezack and the Finance staff for their hard work in producing the financial reports and Towers Perrin for their assistance which contributed to a superior management letter. Public Comments: None
END OF FINANCE AND BUDGET MATTERS		
01082004-08	Discussion Item	Discussion regarding SB-2 and Medicare Pharmacy legislation (Molly Stump, Deputy City Attorney and Mike Kramer, Towers Perrin). • Molly Stump presented an *Overview of SB2: the State Health Insurance Act of 2003*. This overview is attached as Schedule #5. This report provided the Board with background information at the state and federal level. The review included the following subjects: - Overview of SB2 - Legislature's findings - When did SB2 become law - Who is covered - How does SB2 work - What is qualifying coverage - Who pays for the coverage - Effect on workers and employers

- Mike Kramer presented the Employers and the New Medicare Prescription Drug Benefit. This report is attached as Schedule #6. This report contained information on the following matters:

  - Status of Medicare Prescription Drug, Improvement, and Modernization Act of 2003.
  - The New Medicare Drug Benefit
  - Standard Drug Benefit in 2006
  - Medicare Payment
  - Beneficiary Perspective: Medicare Drug Benefits Delivered By
  - Federal Subsidy for Certain Employer-Provided Retiree Drug Benefits
  - Medicare Drug Discount Card
  - Other Provisions in Medicare Drug Bill
  - Employer Responses to the New Law
  - Maintain Plan and Integrate with Medicare Part D
  - Maintain Plan and Give Retirees the Choice.
  - Take Advantage of a Rejuvenated Medicare Advantage Marketplace
  - Consider Offering HSAs
  - Discontinue Post-65 Pharmacy and Medical Coverage

- Molly Stump reminded the Board that in the City and County of San Francisco many aspects of the retirees health is specified in the Charter, and any policy initiative that the Board might consider, it is important to focus on how it can be done in San Francisco because of Charter based issues.

Beneficiary Perspective: Medicare Drug Benefits Delivered By (Page 8).

HMOs response to how they will be impacted.

Joanne Haggery, Health Net

		• Confirmed that Health Net, like many of the HMOs, moved out of the Medicare Risk areas because of the high pharmacy costs - 60-65%. Health Net's implementation force is reviewing the (100 pages) document and Ms. Haggerty stated that she will keep the Board updated on its progress. Jane Fronk, Kaiser Permanente • Members of Kaiser's Medicare Plus Choice plan receive capitation from Medicare. • Ms. Fronk stated that she will invite Medicare representatives to the next meeting to answer questions regarding the impact of the Medicare drug benefits. Kaiser doesn't know yet the full impact of this or how it will affect the rates and benefits. Public Comments: None
01082004-09	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). • No reports Public Comments: None
01082004-10	Discussion Item	Opportunity to place items on future agendas. • Financial Statement/Management Letter Vote • School District Process Update • Rates & Benefits Approval Public Comments: None
01082004-11 Adjourn 2:55 PM	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: Dr. Welch extended congratulations to the new Mayor of San Francisco, Mayor Gavin C. Newson.

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

- Speakers are urged to fill out a speaker card in advance, but may remain anonymous if so desired.

- A member of the public has up to three minutes to make pertinent public comments before action is taken on any agenda item.

- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting. The complete rules are set forth in Section A(6) of the Health Service System Rules and Regulations. A copy of these Rules and Regulations is available at any time upon request. Call the Commission

Secretary, Arnetta Brown, for further assistance at (415) 554-1727.

HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

www.sfgov.org/dhr

DISABILITY ACCESS

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Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

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- A sound enhancement system will be available upon request at the meeting.

- Minutes of the meeting or hearing are available in alternative formats.

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In order to assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, Boards, Councils and other agencies of the City and County exist to conduct the people's business. The Sunshine Ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review.

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Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94103; telephone (415) 581-2300; fax (415) 581-2317; web site www.sfgov.org/ethics.

SUMMARY OF HEALTH SERVICE BOARD RULES REGARDING CELL PHONES AND PAGERS

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The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code and in the Rules and Regulations of the Health Service System.

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting

Thursday, February 12, 2004
12:00 Noon
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

5
2/04

Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
02122004-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of January 8, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
02122004-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** **- Status of 10-County Survey approval** ▪ **Membership Group (Diana Ferrari)** **- Open Enrollment** ▪ **City Health Plan Group (Beaulah Smith)** **- Claims Activity** ▪ **Finance Group (Jamie Austin, Erik Mezack)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:

02122004-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Plan, December, 2003 and year-to-date.* Staff Recommendation: Accept Report Public Comments: Action:
02122004-04	**Discussion and Possible Action Item**	**Discussion and approval of 2003-02 audited financial statements and management letter (HSS Finance and KPMG).** Documents provided to Board prior to meeting: *Management Letter.* Public Comments:
02122004-05	**Action Item**	**Resolution authorizing expenditure of up to $375,000 from the Trust Fund for 2004 Open Enrollment expenses.** Documents provided to Board prior to meeting: *Draft Resolution.* Staff Recommendation: Adopt resolution Public Comments: Action:
02122004-06	**Action Item**	**Resolution authorizing up to $80,000 from the Trust Fund for active and retiree City Health Plan Guides for Plan Year 2004-2005.** Documents provided to Board prior to meeting: *Draft Resolution.* Staff Recommendation: Adopt resolution Public Comments: Action:
	RATES AND BENEFITS MATTERS	
02122004-07	**Discussion Item**	**Report on activities of the Rates and Benefits Committee (Commissioner Zvanski).** Documents provided to Board prior to meeting: *None* Public Comments:
02122004-08	**Action Item**	**Adoption of final rates and benefits for fiscal year 2004-2005.** Documents provided to Board prior to meeting: *July 1, 2004 Renewal Update.* Staff Recommendation: None Public Comments: Action:
	END RATES AND BENEFITS MATTERS	
	FINANCE AND BUDGET MATTERS	
02122004-09	**Discussion Item**	**Report on activities of the Finance and Budget Committee (Commissioner Heldfond).** Documents provided to Board prior to meeting: None

		Public Comments:
END OF FINANCE AND BUDGET MATTERS		
02122004-10	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
02122004-11	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
02122004-12 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources

February 12, 2004

Health Service Board

Minutes
Regular Meeting

Thursday, February 12, 2004
12:00 Noon

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH Vice President Karen Breslin Supervisor Chris Daly, *Arrived at 1:30 pm* Commissioner James Deignan Commissioner Scott Heldfond, *Arrived at 1:12 pm* Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
02122004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of January 8, 2004 Staff Recommendation: Approve draft minutes Public Comments: None Action: Motion was moved and seconded by the Board to accept the draft minutes with recommended amendments. Motion passed 5 to 0.
02122004-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration (Jeff Hildebrant) • The 10-County Survey was approved and passed on to the Full Board by the Board of Supervisors' Finance and Audit Committee and approved by the Board of Supervisors on February 3, 2004.

- Health Service Board Election for the upcoming vacancy of Commissioner Deignan's seat has been reported to the Department of Elections and will be held this (May) year. Commissioner Deignan, who is running for re-election and Esther Visaya-Ranada, a PUC employee, are the two registered nominees.

- In the absence of Diana Ferrari, Mr. Hildebrant reported that the Open Enrollment (OE) update includes putting together the OE documents and implementing the print set-up process. The OE period is from April 12-23, 2004 (2 weeks). The Board recommended extending the OE period to 3 weeks because of the school's spring break and most parents will not be available and because two weeks is not enough time for people to get enrolled especially since they are used to having a month for enrollment.

Mr. Hildebrant stated that the 2 weeks OE period is because of the conversion to a new carrier, dates are set in the department in order to meet the system's rating deadline and the employees getting their ID cards. Also, no matter what the timeframe is, the last week has always been the heaviest time for enrollment.

City Health Plan Group (Beaulah Smith)

- The Board received the *Claim's Processing Report*, which is attached as **Schedule #1**. The week ending January 30, 2004 report is as follows:

  - Outstanding claims - 9,341

  - Working days turnaround time - 11.34

  - Percentage of staff - 92%

- Ms. Smith reported that her staff is keeping things down to a manageable level and that this past week's outstanding claims activity is already down to 7,923 with an average turnaround time of 9.61days.

Legal Update (Molly Stump)

- Two weeks ago, the California of Appeals court made a decision to put a referendum regarding the SB-2 measure on the November ballot. This approval is pending that there isn't any reaction from the United States Supreme Court.

Andrea Gourdine, Director, Department of Human Resources

- The Board was informed that there has been an

		organizational change in the Health Service System and Jeffrey Hildebrant has been appointed the Deputy Director. Ms. Gourdine confirmed that this change took effect one week ago and that a requisition for his former position as the Assistant Deputy Director has been approved. The Board extended congratulations to Mr. Hildebrant on his new position. Public comments: None
02122004-03	Action Item	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).** • Erik Mezack presented the *Activity for HMOs and City Plan, December, 2003 and year-to-date, attached as* **Schedule #2**. The year-to-date losses in the HMOs are attributed to the following reasons: 1. The School District and College District were late with a portion of the December payments to HSS; 2. The amounts due for employees on leave of absence have not been recorded and necessary reports are not yet available; 3. Deficits were anticipated as the Board subsidized medical rates by $9.0 million in 2004. Staff Recommendation: Accept Report Public Comments: None Action: Moved and seconded by the Board to accept the financial report. Motion passed 7 to 0.
02122004-04	Discussion and Possible Action Item	**Discussion and approval of 2003-02 audited financial statements and management letter (HSS Finance and KPMG).** • Commissioner Heldfond recommended that next year major financial reports (i.e. management letter) should be presented and discussed in the Finance & Budget Committee before presentation to the Full Board. Deputy Attorney Molly Stump confirmed to the Board that the item must be written on the Full Board agenda as an action item. **Tiffany Ann Rasmussen, KPMG** • The Board received the *Management Letter*, dated December 19, 2004 to Edward Harrington, Controller. This document is attached as **Schedule #3** and the CCSF Health Service System Presentation of Audit

		Results, attached as **Schedule #4**. Highlights of the Management Letter are listed and checked marked on Page 8 of KPMG's Presentation Audit report and are divided into the following areas: reportable conditions, material weaknesses, and other comments and recommendations. Ms. Rasmussen stated that there are no longer any material weaknesses to report now that the new system (People Soft) is up and running and there has been considerable improvement and good news in regards to the items check marked on the page. • Commissioner Heldfond and the Board thanked Andrea Gourdine, Jamie Austin and Erik and the Health Service System staff for the hard work that contributed to the good audit report. Public Comments: None Action: A motion was moved and seconded by the Board to approve the KPMG audit report and management letter. Motion passed 7 to 0.
02122004-05	Action Item	**Resolution authorizing expenditure of up to $375,000 from the Trust Fund for 2004 Open Enrollment expenses.** • The Board received a *Draft Resolution* authorizing expenditure of up to $375,000 from the Trust Fund for 2004 Open Enrollment expenses. This is document is attached as **Schedule #5**. Staff Recommendation: Adopt resolution Public Comments: None Action: Motion was moved and accepted by the Board to adopt the resolution. Motion passed 7 to 0.
02122004-06	Action Item	**Resolution authorizing up to $80,000 from the Trust Fund for active and retiree City Health Plan Guides for Plan Year 2004-2005.** • The Board received a *Draft Resolution* authorizing up to $80,000 from the Trust Fund for active and retiree City Health Plan Guides for Plan Year 2004-2005. This document is attached as **Schedule #6**. Staff Recommendation: Adopt resolution Public Comments: None Action: A motion was moved and seconded by the Board to adopt this resolution. Motion passed 7 to 0.
RATES AND BENEFITS MATTERS		
02122004-07	Discussion	**Report on activities of the Rates and Benefits**

	Item	Committee (Commissioner Zvanski). • Commissioner Zvanski outlined (page by page) all of the changes in the *Towers Perrin's July 1, 2004 Renewals Update, dated February 12, 2004* that the Rates and Benefits Committee has recommended and moved forward to the Full Board for approval. This report is attached as **Schedule #7**. Highlights of some of the changes are: - HMO Benefit Design Changes - HMO Rates with Final Plan Design - Transgender Benefit Administration - Plan 1 Rates and Fee Renewals - Plan 1 Benefit Design Changes - VSP Rate Renewal - Dental Rate and Fee Renewals - Part F-Blue Shield Rates - 2003-04 and 2004-05 - Part G: Health Net Rates-FY 2003-04 & 2004-05 - Part H: Kaiser Rates -FY 2003-04 & 2004-05 - Part I: Plan 1 Rates -FY 2003-04 & 2004-05 Public Comments: • Per Supervisor Daly's request Commissioner Zvanski clarified the Transgender Benefit and Mike Kramer said that the complete description of this benefit could be found on pages 16-17 of the renewal report (Schedule #7). Supervisor Daly stated that he would have to leave the meeting but would recommend the Transgender Benefit be moved over to the HMOs and if a fourth vote of approval is needed he will return to the meeting to vote.
02122004-08	Action Item	Adoption of final rates and benefits for fiscal year 2004-2005. Dr. Welch asked the HMOs if they are ready to provide the Transgender Benefit if it is transferred from Plan 1 to the HMOs in July 2004 and stated that the pricing rates must remain the same as proposed. Jane Fronk, Kaiser Permanente

- Kaiser will be ready to implement the Transgender Benefit on July 1, 2004 administratively. They will continue to work with DHMC regarding the network and Kaiser is prepared to go outside the Kaiser network to provide needed services if necessary.

Joanne Haggerty, Health Net

- Health Net has filed with DHMC and has the network which is in California and the price rate.

Linda Patron, Blue Shield

- Blue Shield has filed with DHMC and they have the network and the pricing. However, they must let DHMC know their network status since the original filing.

Staff Recommendation: None

Public Comments:

- Commissioner Zvanski distributed to the Board and to the public the *2004 Prescription Drug List Consumer Reference Guide*, which is attached as **Schedule #8** and noted that representatives are present from United Healthcare and Medco to discuss this document and the 3-tier pharmacy plan. Commissioner Zvanski stated that very few members of Plan 1, will see pharmacy costs escalate to the 3-tier.

- Trevor C. Morris, National Account Executive of Medco Health/United Healthcare stated that there are no plan denials under the 3-tier benefit and that everything is covered and it is an open formulary. Commissioner Breslin stated that she is against any increase in pharmacy co-pays.

- Marcus Arana of the Human Rights Commission stated that the failure to change the Transgender Benefit to the HMOs is discriminatory and he will attend all of the Rates & Benefits Committee meetings next year to ensure that this does not happen again.

- Larry Brinkin of HRC stated that he is disappointed that the Transgender Benefit was not transferred to the HMOs and feels he is being discriminated against.

- Sally Buchman, Pride of Work asked that the Transgender Benefit be made available to everyone and taken out of the City Plan.

- Gerald Jerry DeRyan, retiree, agreed with Commissioner Breslin that this is not the time to increase the pharmacy co-pay.

- Walker Dukes requested that the Transgender Benefit should be transferred to the HMOs.

- James Elliot stated that retirees on fixed income should not have to pay more because of the increase cost in the pharmacy co-pay.

- Bob Ferguson against increase pharmacy co-pay on people who are on fixed income.

- Jamison Green asked the Board to reconsider holding the Transgender Benefit in Plan 1 and transfer it to the HMOs.

- Diane Hermann urged the Board to wait until next year before changing to a 3-tier plan. Can the formulary be changed during the year? Requested to see the entire list of formulary under the 3-tier.

- Reneke James stated that he does not want the Transgender Benefit to remain in the City Plan and would prefer it transferred to the HMOs.

- Dennis Kelly stated that he is concerned about the effects of the 3-tier formulary plan to the older people He also expressed concern regarding the use of the money in the trust fund.

- John Lehane is against increase in the pharmacy co-pay and requested the Board to reconsider this change.

- Ray Mason stated that he is against the 3-tier formulary plan and the increase of the pharmacy co-pay and he would like to get a list of the doctors and hospitals under United Healthcare. HMOs are currently receiving money from federal government under the new Medicare law and asked if any of this money will be passed on the retirees.

- Lea Militello requested equality to all members of the City community that are affected by the Transgender Benefits.

- Jean Thomas expressed concern of the money of the trust fund used to subsidize the HMOs and how is it going to benefit the retirees.

- Theresa Sparks stated that the Transgender Benefit is a good plan that other cities will model after and encouraged the Board to transfer it to the HMOs.

- Stephan Thorne expressed concern of the issues affecting the elderly and requested equal coverage to all employees of the Transgender Benefit.

- Herbert Weiner expressed concern of the proposed increase of the pharmacy co-pay and stated that it violates the trust that the employees in the decisions made by the Board.

- Kay Wong expressed concern regarding the increased pharmacy co-pay and the effects of the 3-tier formulary plan on retirees and the elderly.

- Flora Zagorites expressed concerned regarding the savings made through the elimination of the dental plan in Kaiser and asked the Board to keep the plan.

- Christopher Daley of the Transgender Law Centers, expressed concern about the Transgender Healthcare Benefits and the lawsuits that could happen as a result of discrimination of members that need the Transgender Benefit moved over to the HMOs.

Motion

Recommendation of the Rates & Benefits Committee

- Recommendation in 2 parts:

4. Accept all of the changes that the Rates & Benefits Committee recommends for the pharmacy, vision, transgender, and dental etc.

5. Accept Appendix F: B-51 (Blue Shield), Appendix G: H-51 (Health Net), Appendix H: K-27 (Kaiser), and Appendix I: P1-23 (Plan 1).

- Motion was moved and seconded by the Board to accept the recommended changes in the pharmacy, vision, Transgender Benefit, dental and HMOs.

Action: Roll call for vote

President Welch -yes
Commissioner Beslin- no
Commissioner Deignan-yes
Commissioner Heldfond-yes
Commissioner Van Runkle-yes
Commissioner Zvanski-yes

Motion passed 5 to 1.

END RATES AND BENEFITS MATTERS

FINANCE AND BUDGET MATTERS

02122004-09	Discussion Item	Report on activities of the Finance and Budget Committee (Commissioner Heldfond). • Would like to schedule a meeting on March 1, 2004 Public Comments: None
END OF FINANCE AND BUDGET MATTERS		
02122004-10	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). No report. Public Comments: None
02122004-11	Discussion Item	Opportunity to place items on future agendas. Public Comments: None
02122004-12 Adjourn: 3:45 pm	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments:

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

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DISABILITY ACCESS

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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SPECIAL MEETING

Thursday, February 26, 2004
8:00 AM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
02262004-01	**Discussion and Possible Action Item**	**Administration of the Transgender Benefit for fiscal year 2004-2005.** Documents provided to Board prior to meeting: *Letter dated February 18, 2004, from Supervisors Tom Ammiano, Chris Daly and Bevan Duffy, to Dr. Melissa Welch.* Public Comments: Action:
02262004-02	**Discussion and Possible Action Item**	**Adoption of final rates and benefits for fiscal year 2004-2005.** Documents provided to Board prior to meeting: *July 1, 2004 Renewal Update.* Staff Recommendation: None Public Comments: Action:
02262004-03 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources

February 26, 2004 (Special Meeting)

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Health Service Board

Minutes
SPECIAL MEETING

Thursday, February 26, 2004
8:00 AM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH Vice President Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond, *Arrived at 8:12 am* Commissioner Aleeta Van Runkle Commissioner Claire Zvanski Resignation Announcement • Per the request of President Welch, Anita Brown, Office Manager of the Mayor's Office introduced herself and announced that she is attending this meeting as a representative from Mayor Gavin Newson's Office. • Dr. Welch announced that it was a difficult decision, but per the advice of her doctor to slow down, she has submitted her resignation to the Mayor's Office. Also, she wanted to assure everyone that her resignation from the Board is not due to the transgender benefit issue and that she has been considering this move for over a year. A copy of the letter of resignation is attached as **Schedule #1**. Dr. Welch announced that she has a copy of her resignation to give to all of the Commissioners, Supervisor Daly, Towers Perrin, and the public. (Public copies of this letter will be available at the next HSB meeting).	
02262004-01	Discussion and Possible Action Item	Administration of the Transgender Benefit for fiscal year 2004-2005. • The Board received: *Letter, dated February 18, 2004, from Supervisors Tom Ammiano, Chris Daly, and*

Bevan Duffy to Dr. Melissa Welch. This letter is attached as **Schedule #2.** The letter requested that the HSB should create fair health care options for all members in the system and find an acceptable plan design so that the transgender exclusions are removed within the HMOs.

- Supervisor Daly encouraged the Board to give equal health benefits for transgender employees in San Francisco and that the removal of the exclusions from the HMOs would have a positive and important impact on influencing companies to offer such coverage nationwide.

- Dr. Welch stated that she tried without success to persuade the Board to move the Transgender Benefit to the HMOs. However, she and other Commissioners were in error on the administration of this benefit and agreed that it is not fair if people choose a health plan and then become subject to a separate set of fees. Dr. Welch assured everyone that this is not the will of the Board.

Michael Hilton, Towers Perrin

- Minor changes to the Transgender Benefit Administration/ in regards to the pricing were noted on Page 17 of the Towers Perrin Renewal Update Report for February 26, 2004. This report is attached as **Schedule #3.** Highlights of these changes are as follows:

    - Successful negotiations that included getting the HMOs to lower the transgender benefit insurance cost.

    - Enhanced self-insurance with all the HMOs that includes raising the benefit maximum from $50,000 to $75,000 and removing the 1 year waiting period. Also the removal of the Transgender Benefit from Plan 1 to the HMO-insurance at a rate of $1.16 per member per month (starting on Page 62 of the Schedule #3).

- Commissioner Van Runkle stated that she has always supported the movement of the Transgender Benefit from Plan 1 to the HMOs and that Towers Perrin and the legal counsel had not provided any solid reason why the benefit should remain in Plan 1.

- Marcus Arana stated that there are many reasons why the 1 year waiting period is discriminatory: (1) no one else with access to health benefits has a 1-year waiting period, (2) there has not been a rush of members trying to access the benefit and not having access to the benefit has caused a barrier which is discriminatory.

- Commissioner Zvanski asked the HMOs for assurance of their network and how it would affect their filing with DHMC if the Transgender Benefit was transferred to them.

Jane Fronk of Kaiser

- Kaiser must return to DHMC for approval to finalize the network provision. The Transgender Benefit and pricing has already been approved. Kaiser is prepared to go outside the network and have current staff and Kaiser physicians available to provide the transgender services.

Joanne Haggerty of Health Net

- Confirmed that Health Net will have to return to DHMC for network approval and will work with current Health Net physicians to provide transgender services.

Judith Fowler of Blue Shield

- Already filed with the DHMC for network approval and have contacted providers who have agreed to work with Blue Shield from the Harry Benjamin list.

Motion

- Commissioner Van Runkle moved to have the Transgender Benefit Administration moved to the HMOs, keep the 1 year lifted and increase the cap to $75,000. Plan design rates that should be adopted are: B-53, H-53, K-29, and P1-35.

Public Comments: Virginia Harmon, Director of the Human Rights Commission encouraged the Board to adopt the motion that is on the floor because it is important in the elimination of the discriminatory barriers.

Action: Moved and seconded by the Board to move the Transgender Benefits Administration to the HMOs and adopt the Plan design rates: B-53, H-53, K-29, and P1-35. Roll call vote:

President Welch - yes
Vice President Breslin - No
Commissioner Zvanski-Yes
Supervisor Daly- Yes
Commissioner Heldfond- Yes
Commissioner Deignan-Yes
Commissioner Van Runkle-Yes

		Motion passed 6 to 1
02262004-02	**Discussion and Possible Action Item**	**Adoption of final rates and benefits for fiscal year 2004-2005.** • Commissioner Breslin stated that she does not agree with the increase in the pharmacy co-pay and Plan 1 to a 3-tier benefit. Staff Recommendation: None Public Comments: Diane Herman stated that the Board failed to maintain the procedure of naming all changes involved when adopting the Transgender Benefit. Ms. Hermann stated that Medco should be investigated because the image is too good to be true and nothing was said regarding what happens to the terms of the formulary after the contract expires. • Nancy Gin stated that the retirees are being discriminated against because of a$25 dollar copay charge for certain drugs on a formulary that can change at any time. The increase will affect retirees on a fixed income the most and the Board should wait another year before making any change. • Herbert Weiner is against the increased pharmacy copay and expressed concern of its affect on people who suffer from a catastrophic illness. • Clara Guydom said that she has received many phone calls from retired teachers in regards to cost of prescriptions effected by the 3-tier benefit. • Jerry Devine stated that the most vulnerable persons affected by the 3-tier plan are those that are dependant upon experimental drugs. • Diane Hermann stated that there are more than 10% of the members will be effected by the change to a 3-tier plan. • Jean Thomas stated that the Board should not change to a 3-tier plan until next year. Motion • Commissioner Breslin moved to keep all copays the same as last year across the board. Motion was not seconded. Motion failed. Board Comments • Commissioner Zvanski reminded the public that 90% of Plan 1 members will receive a reduction in their

		prescriptions under the 3-tier plan. Only a (very) few members will be affected by the change.
02262004-03 Adjourn 8:53 am	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: None

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting

Thursday, March 11, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

25
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11/04

Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
03112004-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of February 12, 2004 • Special Meeting of February 26, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting and the Special Meeting.* Public Comments: Action:
03112004-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** **- Status of 10-County Survey approval** ▪ **Finance Group (Jamie Austin, Erik Mezack)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:
03112004-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Jamie Austin and Erik Mezack).**

		Documents provided to Board prior to meeting: *Activity for HMOs and City Health Plan, January, 2004 and year-to-date.* Staff Recommendation: Accept Report Public Comments: Action:
03112004-04	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
03112004-05	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
03112004-06 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources >> Meeting Information >> Health Service Board: Full Committee

Department of Human Resources

March 11, 2004

Health Service Board

Minutes

Regular Meeting
Thursday, March 11, 2004
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH, *Arrived at 1:20 pm* Vice President Karen Breslin Supervisor Chris Daly, *Excused* Commissioner James Deignan Commissioner Scott Heldfond, *Excused* Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
03112004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of February 12, 2004 · Special Meeting of February 26, 2004 Staff Recommendation: Approve draft minutes Public Comments: None Action: Motion was moved and seconded to approve minutes with recommended amendments to the Special Meeting of February 26, 2004. Motion passed 4 to 0.
03112004-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration (Jeff Hildebrant) • The 10-County Survey has been approved by the Board of Supervisors. • Approval of the Rates and Benefits has been

		forwarded by the BOS to the Finance and Audit Committee, Chaired by Supervisor Daly (new appointment) which will meet on Wednesday, March 24, 2004, at 12:30 pm. Mr. Hildebrant will inform the Board of attendees to this meeting. The Rates and Benefit package will be forwarded by the committee to the BOS Regular Meeting scheduled for Tuesday, March 30, 2004. • The Open Enrollment period is from April 19-30, 2004 and will be held in the basement of City Hall, outside of the Board of Elections. • There was an increase in the number of claims during the week ending 02/27/04 in the *Claims Activity Report,* which is attached as Schedule #1. Claims pending at the end of the week were 8,998. Public comments: None
03112004-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance, Erik Mezack • The Board received the *Activity for HMOs and City Health Plan, January, 2004 and year-to-date,* attached as Schedule #2. The reports include interest earnings and projected subsidy by medical plan. • The year to date report showed losses in the three HMO's and a gain in the City Plan. • The HSS and DHR staff have identified the issues surrounding the creation of a PeopleSoft report that will capture amounts due to the Trust Fund as a result of individuals on leave of absence and other miscellaneous transactions. HSS expects to make significant progress prior to the April HSB meeting. Staff Recommendation: Accept Report Public Comments: None Action: Motion was moved and seconded by the Board to accept the HSS Finance report. Motion passed 4 to 0.
03112004-04	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). • Deputy City Attorney Molly Stump assured the Board that she will have an update report regarding the surviving spouse issue at the next HSB meeting. Public Comments: None
03112004-05	Discussion	Opportunity to place items on future agendas.

	Item	Public Comments: None
03112004-06 Adjourn: 1:30 pm	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: None

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SUMMARY OF HEALTH SERVICE BOARD RULES REGARDING CELL PHONES AND PAGERS

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

DOCUMENTS DEPT.
APR - 5 2004
SAN FRANCISCO
PUBLIC LIBRARY

Regular Meeting

Thursday, April 8, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
04082004-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of March 11, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
04082004-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** **- Health Service Board Election** ▪ **Finance Group (Erik Mezack)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:
04082004-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack).**

		Documents provided to Board prior to meeting: *Activity for HMOs and City Health Plan, February, 2004 and year-to-date.* Staff Recommendation: Accept Report Public Comments: Action:
04082004-04	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
04082004-05	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
04082004-06 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

http://hss.sfgov.org

DISABILITY ACCESS

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Department of Human Resources >> Meeting Information >> Health Service Board: Full Committee

Department of Human Resources

April 8, 2004

Health Service Board

Minutes
Regular Meeting

Thursday, April 8, 2004
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

DOCUMENTS DEPT
DEC 16 2004
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Call to Order		
Pledge of Allegiance		
Roll Call	President Melissa Welch, MD, MPH, *Excused* Vice President Karen Breslin Supervisor Chris Daly Commissioner James Deignan Commissioner Scott Heldfond, *Excused* Commissioner Aleeta Van Runkle, *Excused* Commissioner Claire Zvanski	
04082004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of March 11, 2004 Staff Recommendation: Approve draft minutes • Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: None Action: Moved and seconded by the Board to approve the draft minutes with recommended amendments. Motion passed 4 to 0.
04082004-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration (Jeff Hildebrant) • The Health Service Board Election scheduled for May has been cancelled because candidate withdrew for personal reasons; therefore, Commissioner Deignan will retain the HSB seat as an elected member for the next five years.

		• All open enrollment material has been mailed as of Monday, April 5, 2004. There are many packets returned because of bad addresses, as a result departments have been advised to have members that have questions regarding their benefits and have not received their packets to consult the Health Service System and pick up their benefits package as soon as possible. • Board of Supervisors Full Board and Audit Committee approved the Rates and Benefits budget that was adopted by the Health Service Board for fiscal year 2004-2005. • The Board received the Claims Processing Status Report which is attached as Schedule #1. The report is for the week ending in April 2, 2004. Legal Update (Molly Stump) • Members of the Board will soon receive copies of the "*Good Government Legal Guide*" for 2004, written by Dennis J. Herrera, City Attorney of San Francisco. This updated and expanded guide replaces the March 2003 edition entitled: "*An Overview of the Laws Governing the Conduct of Public Officials.*" Ms. Stump recommended the Commissioners to contact her if they have any questions and need clarification of any issue after reading the guide. • This years Annual Sunshine Training will take place: Monday, May 3, 2004 5:30 to 8:00 p.m. Herbst Theater 401Van Ness Avenue It is mandatory that all of the Commissioners attend this training. If they are not able to attend, then requirements may be met by contacting the City Attorney for a video tape of the training which will include changes in the current laws. • An update regarding seven surviving spouse issues will be given at the June HSB meeting. Public comments: None
04082004-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack). • The Board received the *Activity for HMOs and City Health Plan, February, 2004 and year-to-*date report

		which is attached as Schedule #2. Year to date report there has been a loss in the three HMOs and a gain in the City Health Plan. Losses in the HMOs can be attributed to: - All of the amounts due to the City for employees on leaves of absence and miscellaneous transactions have not been recorded. A preliminary People Soft report that summarizes this report shows that data & calculations from July through February that will be billed to other departments amounts to a total of $7.7 million. Departments responsible for half of this total are MUNI and the Health Department. The departments will be billed within the next two weeks. Mr. Hildebrant informed the Board that the departments continue to be negligent in their reports even though letters and notices are sent to them by DHR and HSS on separate occasions regarding their delinquency on three month cycles. - Deficits were anticipated as the Board subsidized medical rates by $9.0 million in FY 2004. Staff Recommendation: Accept Report Public Comments: None Action: Moved and seconded by the Board to accept the financial report. Motion passed 4 to 0.
04082004-04	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). Jane Fronk of Kaiser Permanente • Jane Fronk announced that she accepted a new position within Kaiser and will no longer be our account manager. It will take time for the transition and Ms. Fronk assured the Board that she will be available at the HSB meetings and will assist (next 3 months) the person that has been assigned to replace her, Ms. Myrna Dillon, of Kaiser's Golden Gate Service area which primary focus is handling accounts for the City and County of San Francisco. The Board congratulated Ms. Fronk for her achievements as a Kaiser representative for the past five years and for her promotion as Kaiser's Manager for the California National and Federal Accounts. The Commissioners agreed that she will be missed and appreciated her reliability and expertise assistance. • Commissioner Zvanski stated that she and a group of health benefit representatives (i.e. Uniprise, Delta Dental) will participate in an open enrollment session

		at Hetch Hetchy, on April 16, 2004. • Jeffrey Hildebrant stated that the prices of over 3,000 medical drugs are not listed according to tiers and members may call him or the Uniprise customer service number (866-282-0125) for the price of medications that are in the 3rd tier. Public Comments: None
04082004-05	Discussion Item	Opportunity to place items on future agendas. None Public Comments: None
04082004-06 Adjourn	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: Dennis Krueger stated that in the past two weeks he has received calls regarding members, particularly 2 retirees, of Kaiser and Blue Shield that reported that their health benefits were terminated for unknown reasons and without prior notification and asked if this situation was caused by problems with People Soft. Mr. Krueger also said that he has received complaints from people that are having a hard time getting their calls through to customer service during designated phone hours. Mr. Krueger stated that he regret to see Jane Fronk leave and complimented her for always being reliable and prompt. • Jeffrey Hildebrant stated that a member's health benefits is terminated only when they are delinquent in paying their required premiums and he is not aware of anyone losing their coverage otherwise. He requested that the names be submitted to him for investigation. • Mr. Hildebrant stated that the HSS office operates with a limited staff and everyone answers the phones during the customer service hours of 9 to 11 am and 2 to 4 pm and the lobby is open from 8 am to 4:45 pm.

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

DOCUMENTS DEPT
MAY - 6 2004
SAN FRANCISCO
PUBLIC LIBRARY

Regular Meeting

Thursday, May 13, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

3/04

Call to Order		
Pledge of Allegiance		
Roll Call	**President Melissa Welch, MD, MPH** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
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05132004-05	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
05132004-06 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources

May 13, 2004

Health Service Board

Minutes

Regular Meeting
Thursday, May 13, 2004
1:00 PM

City Hall, Room 416
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PUBLIC LIBRARY

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Roll Call	President Melissa Welch, MD, MPH Vice President Karen Breslin Supervisor Chris Daly, *Excused* Commissioner James Deignan, *Excused* Commissioner Scott Heldfond, *Excused* Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
05132004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of April 8, 2004 Staff Recommendation: Approve draft minutes Public Comments: None Action: Motion was moved and seconded by the Board to approve the draft minutes of April 8, 2004. Motion passed 4 to 0.
05132004-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration, Jeff Hildebrant • The Board received the *Claims Processing Status Report* which is attached as Schedule No. 1. The 7,029 claims for week ending April 30, 2004 is expected to expire by the end of the fiscal year. • Open Enrollment (OE) was a success and ended on April 30, 2004. Approximately 2,800 participated in the enrollment and met with vendors (i.e. HMOs,

dental plans, etc.) at the City Hall basement. OE application changes were reduced significantly from previous years of 8,000-9,000 to only 5,700 for this fiscal year. All applications will be processed into the system by the close of business on Friday, May 14, 2004.

- The Total Wellness newsletter will be replaced by a bi-monthly magazine publication from United Health (Uniprise). This change-over will save the Health Service System $65,000 (yearly fee).

DHR Update, Ted Yamasaki

- Andrea Gourdine, DHR Director, has moved up her retirement effective date from June 30, 2004 to the close of business, Friday, May 14, 2004 because of an unexpected family medical emergency. Ms. Gourdine has appointed Ted Yamasaki as the Acting DHR Director during this transitional period. Mr. Yamasaki stated that the DHR will remain on track in regards to making critical budget decisions as well as the implementation of organizational changes. He assured the Board that the most important issue is the stability of the Health Service Division with the guidance and support of the Health Service Board commissioners, and collective staff support from HSS Deputy Director, Jeffrey Hildebrant, and Finance Manager, Jamie Austin.

- Procedures for selecting a new DHR Director are as follows:

    - Civil Service Commission (CSC) has posted the job position and the position will be open until the 3rd week of May. The CSC will identify qualified applicants and forward a list of nominees to the Mayor.

    - The Mayor will make the appointment

    - Confirmation of appointment is made by the Board of Supervisors.

    - The new DHR Director should be identified by the CSC between the end of June and July 1, 2004.

- Mr. Yamasaki stated that discussions about filling the Assistant Deputy Director for HSS are ongoing with the Mayor. The approval and final decision will be made by him.

- The Mayor and Budget Director, Ben Rosenfield, have not made any final decisions in regards to the

		budget reductions submitted by DHR which included a 5% reduction in basic expenditures and per the request from the Mayor's Budget Office, an additional 20% contingency plan reduction. The contingency plan reduction does not include the HSS Assistant Deputy Director position. The impact of the contingency plan upon the HSS will not be known until the budget report is released by the Mayor's Budget Office. Mr. Yamasaki assured the Board that Andrea Gourdine had significant amount of involvement in the concept of a balanced budget and was very careful to assure that the Health Service System is preserved as much as possible. An ongoing budget reduction increases the difficulty of maintaining a balance budget for all 7 divisions under DHR. Mayor's Budget Office, Julian Low • After learning of the recent and surprised confirmation that this is the last HSB meeting that Dr. Welch will attend, Julian Low presented Dr. Melissa Welch with a Certificate of Honor from the Mayor's Office, dated May 13, 2004. The award was presented on the behalf of the CCSF which recognizes and honors Dr. Welch for her outstanding service and dedication to the Health Service Board as well as for 5 years of committed service to the City and County of San Francisco. The Certificate also recognized and honored her medical expertise and professional experience which benefited the CCSF. Mr. Low stated that she will be greatly missed at the HSB meetings. • Dr. Welch and the Board requested clarification of the transition that Julian Low is currently making from the Mayor's Office. Mr. Low confirmed that he will be moving over to the Department of Human Resources and is currently working with the Workers Compensation Division on the implementation of a RFP for the Workers Compensation claims vendor. Public comments: None
05132004-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack). • The Board received the *Activity for HMOs and City Health Plan, March, 2004 and year-to-date report* which is attached as Schedule #2. • The deficit amount of $800,000 owed by City Community College is paid up and the School District deficit amount has been brought current because the new payment arrangements are successful. • Dr. Welch recommended that for clarification purpose footnotes should be added to the *Plan 1*

		Experience Fiscal Years 2001-02 through 2003-04 graphs which will corroborate the projected contributions and claims listed in the primary memo. • Stephanie Cain, Benefits Manager for the School District (SD), clarified the School District memo regarding premium deficits. School term employees of the SD (Para-professionals & classified) are paid 10 months a year and have 21 pay periods per year. Therefore, full premium amounts for 26 pay periods can not be deducted. Because the School District is paying off the invoices created by the Finance Department, Ms. Cain assured the Board that there will no longer be any shortages to the Health Service System (HSS) this year and any differences created will be resolved within the School District and will not have any effect on HSS. Staff Recommendation: Accept Report Public Comments: None Action: Motion was moved and seconded by the Board to accept the HSS financial report. Motion passed 4 to 0.
05132004-04	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). Kaiser Permanente, Jane Fronk • Jane Fronk introduced to the Board her replacement representative for Kaiser Permanente, Senior Accounts Manager, Myrna Dillon who will handle all the accounts for the City and County of San Francisco. Ms. Dillon has over 20 years of experience with Kaiser. Ms. Fronk assured the Board that she will be available during the transition and she will attend the next Board meeting before the changeover becomes effective. The Board welcomed Ms. Dillon and commended Ms. Fronk for her years of dedicated and expert services. Pacific Union Dental (PUD), Christina Grimes • Presented the Board with a flyer *American Dental Association (ADA) Positions and Statements on Dental-Amalgam*, which is attached as Schedule 3 and a statement by the Pacific Union Dental regarding *Amalgam Fillings VS. Composite Fillings* which is attached as Schedule #4. Ms. Grimes stated that if the composite fillings are not offered by a (i.e. PUD) dentist then it is required to offer the Amalgam Fillings at the same price as the composite. The member can only be charged an upgrade if they are offered the basic service and choose to upgrade to the upgraded service. Example: A dental office that does

		not offer amalgam fillings, only composite, cannot charge extra for composite fillings on posterior teeth because they do not offer amalgam. • Commissioner Zvanski stated that she has evidence that there are PUD dental offices that are not following this procedure and are charging very high rates to the retirees. Names of these doctors and the retirees will be given to Ms. Grimes for follow-up. Delta Dental, Rhett Davis • Mr. Davis assured the Board that if there are any problem reports regarding any PMI network dentist not fulfilling contractual obligations, PMI will go to that dental office and clarify its role and services to the enrollees and he will personally assist the CCSF with the issue. He also confirmed that the United States Federal Disease Association (FDA), Centers for Disease Control, and the American Dental Association (ADA) have all approved the dental use of amalgam which contains mercury in the filling. Public Comments: None
05132004-05	Discussion Item	Opportunity to place items on future agendas. • Follow-up on the School District report • People Soft Update • Transgender Benefit/HMOs Update • Follow-up on representation from the Mayor's Budget Office to assist the Board during the budget crisis & prior to Rates and Benefits process in the fall. • Transition update from Uniprise • Dr. Welch stated she informed Mayor Newsom that she will not be at the June HSB Regular Meeting but she will be available until the end of June for any assistance and for the implementation of the agenda. • Jamie Austin confirmed to the Board that as a result of the conversion of Plan 1 to an Administrator, United Health Care (Uniprise), the work order paid to DITIS resulted in an approximate $400,000 reduction of the total allocated amount of $615,000 to Health Service System. Board Comments: Farewell to Dr. Welch • Commissioner Zvanski stated that she will miss Dr. Welch's collegiality, wonderful personality,

		professionalism and medical expertise during her period on the Board. The public was invited to join the Board at Chevy's following the meeting for a farewell toast to Dr. Welch. • Commissioner Aleeta Van Runkle stated that she appreciated Dr. Welch's ability to attend and be prepared for the Health Service Board meetings, as well as her dedication in looking out for the best interest of everyone (i.e. Board, CCSF, HMOs, and vendors) in sprite of her two job changes. The HSB will miss her presence. • Dr. Welch Stated that her resignation from the Board was a very difficult decision, but her commute from her job in San Ramon helped her to make the decision. She stated that she will continue to live in San Francisco and will be available to answer questions or give assistance upon request and to contact the Commission Secretary, Arnetta Brown, for contact information. Dr. Welch stated that serving on the Board has been a tremendous opportunity and the experience helped her to secure her position with Aetna. Thanks and admiration was extended to everyone for the opportunity to work with them and to be of service. Public Comments: None
05132004-06 Adjourn 1:57 PM	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: Ray Mason of the Employees Retirees of CCSF thanked Jeffrey Hildebrant and the HSS staff, HMOs, and everyone that contributed to the success of the Health Fair. Mr. Mason also stated that the retirees will miss Dr. Welch and Jane Fronk.

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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HEALTH SERVICE BOARD

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NOTICE AND AGENDA

Regular Meeting

Thursday, June 10, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President, Melissa Welch, MD, MPH (*Excused*)** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Scott Heldfond** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
06102004-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of May 13, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
06102004-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** ▪ **Finance Group (Erik Mezack)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:
06102004-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack).**

		Documents provided to Board prior to meeting: *Activity for HMOs and City Health Plan, April, 2004 and year-to-date.* Staff Recommendation: Accept Report Public Comments: Action:
06102004-04	**Action Item**	**Election of Health Service Board Officers (President and Vice President) for Fiscal Year 2004-2005.** Documents provided to Board prior to meeting: None Public Comments: Action:
06102004-05	**Discussion Item**	**School District Update (Stephanie Cain and Erik Mezack).** Documents provided to Board prior to meeting: None Public Comments:
06102004-06	**Discussion Item**	**People Soft Update (Ray Wong)** Documents provided to Board prior to meeting: None Public Comments:
06102004-07	**Discussion Item**	**Uniprise Transition (Kathy T. Hajopoulos).** Documents provided to Board prior to meeting: None Public Comments:
06102004-08	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: None Public Comments:
06102004-09	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
06102004-10 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources >> Meeting Information >> Health Service Board: Full Committee

Department of Human Resources

June 10, 2004

Health Service Board

Minutes

Regular Meeting

Thursday, June 10, 2004
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President, Melissa Welch, MD, MPH (*Excused*) Vice President Karen Breslin Supervisor Chris Daly (Arrived after roll call) Commissioner James Deignan Commissioner Scott Heldfond Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
06102004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: Staff Recommendation: Approve draft minutes of May 13, 2004 Public Comments: None Action: Motion was moved and seconded by the Board to approve the draft minutes. Motion passed 6 to 0.
06102004-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration (Jeff Hildebrant) • The Board received the *Claims Processing Status Report*, attached as Schedule 1. The pending claims for week ending May 28, 2004 is 9,275 and the pending claim amount is expected to remain somewhere in the range of 9,000-10,000 until the out-sourcing process is complete. • Results of an update on the Open Enrollment revealed a decrease in the net enrollment for City

		Health Plan (CHP), Health Net and Kaiser and an enrollment increase for Blue Shield. Final Open Enrollment statistics for CHP and the HMOs will be presented at the HSB meeting in July. • On June 1, 2004, lay off notices were issued throughout the City and County of San Francisco. DHR issued 11 clerical lay-off notices which included 1 clerical (1446) lay-off at the Health Service System. The DHR budget will not be final until it is approved by the Board of Supervisors at a meeting scheduled for June 23, 2004. • Announcement of the new DHR Director will be made by Mayor Gavin Newsome by the second week of July. Legal Update (Molly Stump) • Update regarding the surviving spouse issue will be made at the next HSB meeting. Public comments: None
06102004-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack). • The Board received the *Activity for HMOs and City Health Plan, April, 2004 and year-to-date* report which is attached as Schedule #2. The value of claims submitted to CHP for the month of April is significantly higher than the average claims submitted over the past several months and the amounts collected from rates and the subsidy may result in a net increase to the City Plan by the end of the fiscal year. Staff Recommendation: Accept Report Public Comments: None Action: A motion was moved and seconded by the Board to accept the HSS financial report. Motion passed 6 to 0.
06102004-04	Action Item	Election of Health Service Board Officers (President and Vice President) for Fiscal Year 2004-2005. Election of the HSB President • The HSB Board recommended the appointment of Commissioner Scott Heldfond as the President of the Health Service Board. Public Comments: None

		Action: Motion was moved and seconded by the HSB Board to elect Commissioner Scott Heldfond as the President of the Health Service Board for fiscal year 2004-2005. Motion passed 6 to 0. Election of the HSB Vice President • Nomination was made by the Board to re-elect Commissioner Karen Breslin as the Vice President of the Health Service Board. Public Comments: None Action: Motion was moved and seconded by the HSB Board to re-elect Commissioner Karen Breslin as the Vice President of the Health Service Board for fiscal year 2004-2005. Motion passed 6 to 0.
06102004-05	Discussion Item	School District Update (Stephanie Cain and Erik Mezack). Stephanie Cain, Benefits Manager, School District • The HSB received a *SFUSD Update* report, dated for June 10, 2004. This report is attached as Schedule #3. Topics outlined in this Power Point presentation are as follows: - Where We Began - Where We Are - Accomplishments - Where We Are Going - Areas of Concern • The Board congratulated Ms. Cain for the School District's accomplishments as well as the significant improvements that resulted in the successful elimination of issues that were of great concern to the Board since October. Ms. Cain thanked Jeff Hildebrant, Erik Mezack and their staffs for their assistance in resolving the School District's problems. Public Comments: None
06102004-06	Discussion Item	People Soft Update (Ray Wong) - The People Soft and the Benefits Administration and Financial System (BAFS) is stable and current activities are oriented towards the year-end processing (i.e. budgeting and lay-offs). - Rate tables have been built and are stable and the

		delinquency processing is operating on a regular cycle. - Outsourcing for City Health Plan (CHP) will proceed on July 1, 2004. - People Soft will continue to operate without a maintenance or support contract for the new fiscal year which means that it is the responsibility of the DTIS staff to fix the system's application if it should crash. Public Comments: None
06102004-07	Discussion Item	Uniprise Transition (Kathy T. Hajopoulos). • The transition of Uniprise is on schedule and will be implemented on July 1, 2004. Ms. Hajopoulos stated that a great working relationship exists with Uniprise staff and Mr. Hildebrant and the HSS staff and as a result the company is excited about the following accomplishments: - United Health Card will have ID cards mailed out for all City Health Plan members by June 19, 2004. Each CHP member should have their ID card before the July 1, 2004 effective date. - Loading of the eligibility information into the system is complete. Customer service will have access to the records and will be able to answer questions of every enrollee in lieu of just giving generic information. - Uniprise will be able to pay CHP claims as of July 1, 2004. - Uniprise's newsletter is a national magazine that is published every two months and will be available to members in July 2004. It contains general wellness information and the inside cover page will be customized for CHP and page 2 for CCSF. Public Comments: None
06102004-08	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). Medicare Update • Mike Kramer stated that as of March 2004, some of the health plans (not all of them) are able to get additional funding. Joanne Haggerty of Health Net

		• Increased provider payments to retirees that receive Medicare-and a 5% to 10% decreases in the renewal rates which is based on the demographics of the retiree. Jane Fronk of Kaiser Permanente • Reductions in the rate are noted in the Senior Advantage and Seniority Plus products for the 2005-06 fiscal years. Kaiser elected the option to set aside a special fund that will be used to defray the cost. Public Comments: None
06102004-09	Discussion Item	Opportunity to place items on future agendas. • Update of the HSS Rules and Regulations and provide the HSB with a copy of the current rules. • Uniprise transition update • CalPERs, long term insurance & Medicare update Recess of the July HSB Regular Meeting • Deputy City Attorney Molly Stump stated that the Board may vote to recess the July meeting. Vice President Breslin recommended recessing the July Health Service Board Regular Meeting. Public Comments: None Action: Motion was moved and seconded by the Health Service Board to recess the July 9, 2004 HSB Regular Meeting and move agenda items to the August HSB Regular Meeting. Motion passed 6 to 0.
06102004-10 Adjourn 2:13 pm	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: None • Before the adjournment of the HSB meeting, Vice President Breslin recommended 5 seconds of silence in memory of Ronald Reagan, former President of the United States.

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HEALTH SERVICE BOARD

CANCELLATION NOTICE

THE HEALTH SERVICE BOARD
Regular Meeting
For
Thursday, July 8, 2004 is Cancelled

8/04
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Next HSB Regular Meeting

Thursday, August 12, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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NOTICE AND AGENDA

Regular Meeting

Thursday, August 12, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President, Scott Heldfond** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
08122004-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of June 10, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
08122004-02	**Discussion Item**	**Reports of Health Service System staff and legal Counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** ▪ **Legal Update (Molly Stump)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:
08122004-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Health Plan, May and June 2004.* Staff Recommendation: Accept Report

		Public Comments: Action:
08122004-04	**Discussion Item**	**HSS Budget Update (Jamie Austin).** Documents provided to Board prior to meeting: None Public Comments:
08122004-05	**Discussion Item**	**People Soft Update (Ray Wong).** Documents provided to Board prior to meeting: None Public Comments:
08122004-06	**Discussion Item**	**City College of San Francisco (Pending).** ▪ **Community College premium payments to HSS** ▪ **Community College letter of intent to withdraw from HSS** Documents provided to Board prior to meeting: - *July 9, 2004 memo from the Community College Chancellor, Dr. Philip R. Day, Jr.* - *July 21, 2004 memo from Peter Goldstein, City College Vice Chancellor of Finance & Administration* Public Comments:
08122004-07	**Discussion Item**	**Uniprise Transition Update.** Documents provided to Board prior to meeting: None Public Comments:
08122004-08	**Discussion Item**	**Reports on Network and Health Plan Issues (Network and Health Plan representatives).** Documents provided to Board prior to meeting: - *June 30, 2004 memo from Joanne Haggerty regarding Health Net's NCQA Accreditation.* Public Comments:
08122004-09	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
08122004-10 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources

August 12, 2004

Health Service Board

Minutes

Regular Meeting

Thursday, August 12, 2004
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President, Scott Heldfond Vice President Karen Breslin Supervisor Chris Daly, absent Commissioner James Deignan Commissioner Aleeta Van Runkle Commissioner Claire Zvanski	
08122004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of June 10, 2004 Staff Recommendation: Approve draft minutes Public Comments: None Action: Motion was moved and seconded by the Board to accept the minutes of June 10, 2004. Motion passed 5 to 0.
08122004-02	Discussion Item	Reports of Health Service System staff and legal Counsel regarding the following matters: Administration (Jeff Hildebrant) • July Open Enrollment changes in the HMO plans for the July enrollment includes: - A slight enrollment increase of 287 covered lives in the City Health Plan (i.e. employees,

retirees/dependants).

- A loss of 300 (covered) lives for Kaiser Permanente.

- An increase of 1800 (covered) lives for Blue Shield.

- A decrease of approximately 2,000 (covered) lives for Health Net.

- The Board received the Claims Processing Status Report for the week ending July 30, 2004. This report is attached as Schedule #1. Claims pending are down significantly (16,250).

- Representatives from the College of San Francisco are unable to attend this meeting and have requested that their report (Item #6) to the Board be rescheduled to the September agenda.

- Long term care insurance is available (optional) to the CCSF employees through CalPERs and with the Colonial Life and Accident (optional). The CCSF contract with Colonial was given a one-year extension (2005). An RFP will be prepared for long term insurance for the next fiscal year. MEA members/employees may purchase long- term care insurance through their cafeteria plan.

- Mr. Hildebrant announced the proclamation from the Health Service Board for the retirement of Mila Palarca. Ms. Palarca has 27 years of service and her retirement will become effective September 1, 2004. The Board praised the services of Ms. Palarca as a former HSB Commission Secretary and wished her well during her retirement.

Legal Update (Molly Stump)

- Two Charter amendments that will effect the Health Service Board will be voted upon in the November 2, 2004 election:

1. Language that authorizes the Health Service Board to adopt health plans for City residents that are separate from the Health Service Trust which is provided in the Charter.

2. This charter amendment will make two changes in the governing of the System: (a) provide for the City Attorney seat to expire in May 2005 and be replaced by an elected position by the members and retirees of the System and (b) Charter amendment that would remove the

		administration of the Health Service System from the Department of Human Resources and return it to an independent City department that will report directly to the Health Service Board. The final language that was adopted and will be on the ballot can be found in the Clerk of the Board's office. Ms. Stump said that she will have more information regarding the access of the website so the final language of the ballot can be reviewed. It was determined during discussions at the Budget Analysts Office that the Human Resource Department's general fund subsidy was cut nearly $700,000 and the Health Service System was cut $4,000. Seven vacant positions were eliminated from the Health Service System. The cuts by the Budget Analyst Office are in addition to the budget cut requirements from the Mayor's Office. Public comments: None
08122004-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack). • The Board received the "Activity for HMOs and City Health Plan, May and June 2004" report, which is attached as Schedule #2. This report also includes the estimated change in total net assets available for the Health Service System as well as the interest earnings and the projected subsidy by medical plan. Staff Recommendation: Accept Report Public Comments: None Action: Moved and seconded by the Board to accept the HSS Financial Report for May and June 2004. Motion passed 5 to 0.
08122004-04	Discussion Item	HSS Budget Update (Jamie Austin). • The Mayor's Budget Office requested DHR to make department reductions on expenditures that would not impact operations; therefore the following reductions were made on the Health Service System: - Elimination of positions that have been vacant for more than a year. - Elimination of the temporary salaries.

		- Inactive retirements - Reduction in professional services that included outside (temporary) staffing, budget of the actuary (Towers Perrin) and $325,000 reduction in DITIS' services. Public Comments: None
08122004-05	Discussion Item	People Soft Update (Ray Wong). • There have not been any system or logic problems during the Open Enrollment or during the transition of the City Health Plan. • Per the request of President Heldfond, the People Soft update report will be moved and discussed under Item 2 (HSS staff reports). Public Comments: Claire Dunn, a retired teacher, expressed concern and requested a follow-up of the delinquency notices to the retirees from HSS regarding dental and health services. Mr. Hildebrant said that all deductions are made by STRS and not by the Health Service System. He will find out why STRS has stopped taking dental and health service deductions and an update will be given at the next meeting.
08122004-06	Discussion Item	Moved over to the September HSB Regular Meeting. City College of San Francisco (Pending). • Community College premium payments to HSS • Community College letter of intent to withdraw from HSS Documents provided to Board prior to meeting: - *July 9, 2004 memo from the Community College Chancellor, Dr. Philip R. Day, Jr.* - July 21, 2004 memo from Peter Goldstein, City College Vice Chancellor of Finance & Administration Public Comments: None
08122004-07	Discussion Item	Uniprise Transition Update (Andrew Clare). • ID cards were mailed out on June 16, 2004 to over 8,400 to members of the City Health Plan for fiscal year July 1, 2004. • Total amount of claims paid for the month of July is $470,697; and for the month of July, at an average

		rate of 19.95%, claims received were paid by Uniprise within ten business days. • In regards to customer service, the average speed time that an in-coming call was answered in July was 16 seconds and ½ of 1 percent for abandonment calls (people who call-in and hang up) since August 1st to current date. • Data was presented to the Board regarding the usage of the website. • As of the end of July, 2,172 forms from the retirees have been processed. • A second mailing of mail order pharmacy packets was done on August 5, 2004 to members that were previously registered with the Express Scripts mail order services. • First newsletter was mailed in mid July and the next mailing is scheduled for the month of September. • Weekly meetings are held with Jeffrey Hildebrant and the HSS staff. • President Heldfond stated that the Uniprise report is very impressive and recommended having future reports written and distributed to the Board and public for review. Public Comments: None
08122004-08	Discussion Item	Reports on Network and Health Plan Issues (Network and Health Plan representatives). • The Board received a memo from Joanne Haggerty, dated June 30, 2004, regarding Health Net's NCQA Accreditation. This document is attached as Schedule #3. Health Net's Medicare Advantage plan, Seniority Plus, has received NCQA's "Commendable" status and the accreditation is through 2007. • Members of the Brown & Toland Clinic will receive new medical ID cards because the Department of Managed Health Care requires the name of a physician be included with the clinic name. Health Net will issue approximately 800 new cards and approximately 600 of them are CCSF members. Public Comments: None
08122004-09	Discussion Item	Opportunity to place items on future agendas. • Remove PeopleSoft from agenda

		• Adhoc committee for the HSS Rules and Regulations • Committee assignments • Medicare update/Surviving spouse issue (Molly Stump) Public Comments: None
08122004-10 Adjourn: 2:30 PM	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. • President Heldfond encouraged the Board to prepare for the start of the Rates and Benefits Committee meeting by being ready to search, study and review all details that will be essential to the development and implementation of an excellent contract that will benefit the CCSF members the most and give them the best plan possible. Mr. Heldfond also cautioned vendors with large contracts and who have been with the City for a long time, to not to take their contracts and tenure with the City for granted. Public Comments: None

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

http://hss.sfgov.org

DISABILITY ACCESS

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting

Thursday, September 9, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President, Scott Heldfond** **Vice President Karen Breslin** **Supervisor Chris Daly** **Commissioner James Deignan** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
09092004-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of August 12, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
09092004-02	**Discussion Item**	**Reports of Health Service System staff and legal counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** - HSB seat vacancies ▪ **Legal update (Molly Stump)** - Medicare - Surviving spouse issue ▪ **HSB President's update (Scott Heldfond)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* - *Chris Daly's letter of resignation from the HSB (8/17/04)* Public comments:

09092004-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Health Plan, July 2004.* Staff Recommendation: Accept Report Public Comments: Action:
09092004-04	**Discussion Item/Possible Action**	**Health Service Board committee assignments** - HSS Rules & Regulations Committee, Aleeta Van Runkle, Chair - Rates and Benefits Committee, Claire Zvanski, Chair - Finance & Budget Committee, James Deignan, Chair Documents provided to Board prior to meeting: None Public Comments:
09092004-05	**Discussion Item**	**City College of San Francisco** ▪ Community College premium payments to HSS ▪ Community College letter of intent to withdraw from HSS Documents provided to Board prior to meeting: - *July 9, 2004 memo from the Community College Chancellor, Dr. Philip R. Day, Jr.* - *July 21, 2004 memo from Peter Goldstein, City College Vice Chancellor of Finance & Administration* Public Comments:
09092004-06	**Action Item**	**Alternate date for the Health Service Board Regular Meeting scheduled for November 11, 2004 (Veterans Day).** Documents provided to Board prior to meeting: None Public Comments: Action:
09092004-07	**Discussion Item**	**Reports on network and health plan issues (Network and health plan representatives).** Documents provided to Board prior to meeting: Public Comments:
09092004-08	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
09092004-09 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments:

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Department of Human Resources

September 9, 2004

Health Service Board

Minutes

Regular Meeting

Thursday, September 9, 2004
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President, Scott Heldfond Vice President Karen Breslin Supervisor Chris Daly, *absent* Commissioner James Deignan, *Excused* Commissioner Aleeta Van Runkle Commissioner Claire Zvanski • President Heldfond announced that Item #5 will be moved up and will follow Item #1.	
09092004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of August 12, 2004 Staff Recommendation: Approve draft minutes Public Comments: None Action: Moved and seconded by the Board to approve the minutes with recommended amendments. Motion passed 4 to 0.
09092004-02	Discussion Item	City College of San Francisco • President Heldfond announced that due to a conflict in schedule, Peter Goldstein, Vice Chancellor of Finance & Administration, will not be able to attend this meeting and requested that discussions regarding the memo from Finance and Administration be rescheduled to another HSB meeting agenda.

Dr. Philip R. Day, Jr., Chancellor, City College of San Francisco

- Prior to the meeting, the Board received a memo dated July 9, 2004 from the Community College Chancellor, Dr. Philip R. Day, Jr. This document is in regards to the Community College's conditional notice of withdrawal of City College employees from the HSS, effective July 1, 2005. This memo is attached as Schedule #1.

- Dr. Day stated that the HSS and its managers have failed City College in two principal, and critical ways:

    1. They have failed to acknowledge or respect responsibility of City College as a separate employer toward their employees.

    2. HSS managers have failed to provide responsive customer service.

- Dr. Day introduced to the Board two district union leaders who presented similar views on behalf of their districts:

- Ed Murray, President of American Federation of Teachers (AFT) Local 2121, which represents 1,800 full-time and part-time faculty members. Expressed concern regarding the relationship of its members and the HSS customer service.

- Mr. Bruce Williams, a representative of SEIU Local 790, which represents the majority of the District's classified employees, stressed the importance of a portable health plan and an affordable PPO as an option of coverage through HMOs

- President Heldfond assured Dr. Day and the union representatives that each point of their concerns will be studied by the Board and that the issues and problems mentioned are not acceptable standard of business and a follow-up of these issues must be studied as well as meetings with the constituents (i.e. attending the Rates and Benefits Committee meetings) are necessary in order to find answers and resolution of problems.

- Commissioner Aleeta Van Runkle stated that it is important that the union representatives and Dr. Day provide specific details with the names and identity of members mentioned in their reports be given to Jeffrey Hildebrant for follow up and to ensure that proper communication and general observation between HSS and members was provided. Dr. Day said that he will make sure that the commissioners will receive a copy of the remarks made by himself

		and the union representatives and thanked the Board for the opportunity to present their case and agreed to attend follow-up meetings regarding these issues with HSS and the Board. • Jeffrey Hildebrant requested additional details to specific complaints regarding the delinquency notices given to members before he can respond to the issues presented by the union representatives Mr. Hildebrant stated that the delinquency notices that are mailed to members do not have a lot of errors and there is not a cut-off date before they are printed. The new system (People Soft) is more accurate and faster at tracking fund shortages to the penny than the old system (Wang). During this process, the notices are automatic and electronically printed by the system when there is a shortage of funds in a member's account and this will happen regardless of the amount due (i.e. 1 penny or 1 dollar etc.). The HSS has no control over this procedure. Generally, the complaint is that the member just did not want to receive a notice. Most of the collection due notices (90%) are paid by members after they receive a notification of termination of benefits, which normally follows when they fail to respond to the 2nd funds due notification. Public Comments: • Claire Dunn, of retired teachers union, expressed concern and resolution to the issue regarding the discrepancy in the healthcare deductions from STRS retiree pensions. • Gerry Meister, Chair of the Retirees Division for United Educators of San Francisco, expressed concern regarding problems that out of state members have with getting proper customer service.
09092004-03	Discussion Item	Reports of Health Service System staff and legal counsel regarding the following matters: Administration (Jeff Hildebrant) • The Board received the Medical Claims Activity Report for week ending August 27, 2004 and this is attached as Schedule #2. Mr. Hildebrant reported that the claims for 9/03/04 (Board did not receive this information) went down (3,200) significantly. • The Board received a copy of Chris Daly's letter of resignation from the HSB (8/17/04), which is attached as Schedule #3. This letter was written to the BOS President, Matt Gonzales and the HSS has not received proper notification regarding the response of BOS to this letter or information regarding

		replacement of the vacancy on the HSB. • Deputy City Attorney Molly Stump reminded the Board that according to the HSS Rules the Budget and Finance Committee consist of 2 none voting members (*ex-officio*) 3 voting members of the Board and the Rates and Benefits Committee consists of 4 voting members of the Board and 1 none voting member (*ex-officio*). Assignment of members to the committees should be consistent to the HSB Rules. • Mr. Hildebrant stated that in regards to the errors in dental deductions was made by STRS and is not a HSS error. Legal update (Molly Stump) • Ms. Stump requested one Board member to work with her in regards to preparing a report for the Ethics Commission regarding identifying activities that officers and employees and members of the Board that might be incompatible with their City duties. Commissioner Karen Breslin accepted President Heldfond's appointment to work with Deputy City Attorney Stump on this project. • Ms. Stump stated that her staff is working on an audit surrounding the complicated eligibility issues for the surviving spouse and they will be available to answer questions the Board might have. HSB President's update (Scott Heldfond) • President Heldfond stated that the purpose for this new item on the agenda is to give him the opportunity to follow-up of on-going issues, if necessary (i.e. delinquency notices, Community College etc.) Public comments: Jean Thomas, retiree, requested information regarding the City Health Plan receiving additional money from Medicare and the disadvantages it would cause.
09092004-04	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack). • The Board received the *Activity for HMOs and City Health Plan, July 2004* and this report is attached as Schedule #4. This report includes detail for the medical sub fund and the estimate change in total net assets available for the Health Service System. • During July $465,336 was paid to the United Health Care for claims.

		• The auditors are due to come to the HSS office on September 20, 2004. Staff Recommendation: Accept Report Public Comments: None Action: Moved and seconded by the Board to accept the financial report of HSS System. Motion passed 4 to 0
09092004-05	Discussion Item/Possible Action	Health Service Board committee assignments • The following appointments were finalized at the last meeting: - HSS Rules & Regulations Committee, Aleeta Van Runkle, Chair - Rates and Benefits Committee, Claire Zvanski, Chair - Finance & Budget Committee, James Deignan, Chair • Jeffrey Hildebrant agreed to provide the Board with proposed meeting dates for the Rates and Benefits Committee • The HSB Rules must be amended in order to change the number of members to serve on a committee. • Ex-Officio members of the Health Service Board - (definition): 2 members of the Board that serve by virtue of their office and they are: (1) the City Attorney designee and (2) a member of the Board of Supervisors. The adhoc committee membership is unlimited. The current HSB rules provide for 5 members to the Rates and Benefits Committee and 5 members to the Budget and Finance Committee. Commissioner Aleeta Van Runkle recommended amending the HSB rules and to place an item on the next agenda to reduce the Committee membership. Public Comments: None
09092004-06	Action Item	Alternate date for the Health Service Board Regular Meeting scheduled for November 11, 2004 (Veterans Day). • The Board recommended rescheduling the November 11, 2004 date to November 18th (1st choice) or November 16th (2nd choice). A new date is pending availability of the hearing rooms. Commission Secretary, Arnetta Brown, stated that

		she will inform and confirm a date and hearing room for the November meeting. Public Comments: None Action: none
09092004-07	Discussion Item	Reports on network and health plan issues (Network and health plan representatives). Rhett Davis, Delta Dental • Presentation of the following clarifications of the new Delta Dental program which was adopted by the HSB on July 1, 2004: - Enrollees do not have to visit a Delta preferred option dentist in order to receive treatment(s). - Enrollees will receive the same leverage of coverage that they received previously under the City's program when they visit and/or treated by a Delta Premier Dentist, or by a non-Delta dentist that has no affiliation with any of Delta Dental networks. • A draft evidence of coverage booklet regarding Delta Dental's coverage system was sent to the Health Service System this morning. Contrary to Delta Dental's policy to wait until a contract is finalized, the draft booklet was released prior to the final print in order to help the City with issues concerning the contract language. • A new process for dentists to file their fees has been implemented. Under this new process, Delta Dental informs the dentists that their (individual) fees are too high and the notification is followed with a request to revise and lower the fee. Public Comments: None
09092004-08	Discussion Item	Opportunity to place items on future agendas. • United Health Care update. Sample City Health Plan claims activity reports from the United Health Care system will be distributed to the Board by HSS. Public Comments: None
09092004-09 Adjourn	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: None

2:35 PM		

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HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting

Thursday, October 14, 2004
1:00 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President, Scott Heldfond** **Vice President Karen Breslin** **Commissioner James Deignan** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
10142004-01	**Action Item**	**Approval (with possible modifications) of the minutes of the following meeting:** • Regular Meeting of September 9, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
10142004-02	**Discussion Item**	**Reports of Health Service System staff and legal counsel regarding the following matters:** ▪ **Administration (Jeff Hildebrant)** ▪ **Legal update (Molly Stump)** ▪ **HSB President's update (Scott Heldfond)** Documents provided to Board prior to meeting: - *Claims Processing Status Report* Public comments:
10142004-03	**Action Item**	**Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Health Plan, August 2004.* Staff Recommendation: Accept Report

		Public Comments: Action:
10142004-04	**Discussion Item**	**IBNR (Incurred But Not Reported) update (Towers Perrin).** Documents provided to Board prior to meeting: *CCSF-Reserve for Claims Incurred But Not Reported* Public Comments:
10142004-05	**Discussion Item**	**United Health Care (Kathy T. Hajopoulos)** Documents provided to Board prior to meeting: None Public Comments:
10142004-06	**Discussion Item**	**Reports on network and health plan issues (Network and health plan representatives).** Documents provided to Board prior to meeting: Public Comments:
10142004-07	**Discussion/With Possible Action Item**	**Modification of Health Service Board Rules regarding membership of the Finance & Budget Committee and the Rates and Benefits Committee.** Documents provided to Board prior to meeting: - *Part I, Health Service Board, A(4)-Committees* Public Comments: Action:
10142004-08	**Discussion Item**	**Opportunity to place items on future agendas.** Public Comments:
10142004-09 **Adjourn**	**Discussion Item**	**Opportunity for the public to comment on any matters within the Board's jurisdiction.** Public Comments: ▪ United Educators (Dennis Kelly)

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

http://hss.sfgov.org

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- The chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule.

The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code and in the Rules and Regulations of the Health Service System.

Department of Human Resources

October 14, 2004

Health Service Board

Minutes

Regular Meeting

Thursday, October 14, 2004
1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President, Scott Heldfond Vice President Karen Breslin Commissioner James Deignan Commissioner Aleeta Van Runkle Commissioner Claire Zvanski, Excused	
10142004-01	Action Item	Approval (with possible modifications) of the minutes of the following meeting: · Regular Meeting of September 9, 2004 Staff Recommendation: Approve draft minutes Public Comments: None Action: Motion was moved and seconded by the Board to approve the draft minutes for the Regular Meeting of September 9, 2004. Motion passed 4 to 0.
10142004-02	Discussion Item	Reports of Health Service System staff and legal counsel regarding the following matters: Administration (Jeff Hildebrant) • Mr. Hildebrant introduced to the Board the new Director of the Department of Human Resources, Mr. Philip Ginsburg. DHR Director, Philip Ginsburg

- Mr. Ginsburg stated that he worked with the Labor Relations Team for 5 years while he was in the City Attorney's Office and that he is very familiar with the health benefits and the issues concerning the active employees and retirees. Mr. Ginsburg pledged his support and cooperation in helping the Health Service Board fulfill their mission to preserve the trust fund and provide benefits to employees and retirees.

- President Heldfond and the Commissioners welcomed the new director and thanked him for his support in the past and for services in the future.

- Mr. Hildebrant presented the last Claims Processing Status Report for week ending September 24, 2004, which is attached as Schedule #1.

- The 10-County Survey has been mailed out and Santa Clara County is the first and only one to respond. Los Angeles County will be late in providing information because of a study of the rates by their Board of Supervisors.

- The Board received an update of the Community College District (CCD) position and a response to the comments made by CCD at the last HSB meeting. Jeffrey Hildebrant presented this report, which is attached as Schedule #2. These updates include some of the challenges HSS faces with respect to CCD processes and issues that are under their control. Mr. Hildebrant stated that two supervisors have been assigned to be the point of contact for CCD staff with issues or questions. HSS will continue to review its procedures and processes for ways to provide better service and the Community College District is encouraged to do the same and to take advantage of options offered by HSS. Commissioner Heldfond welcomed this report and the details of the issues and method and procedures produced to solve the problems.

Legal update (Molly Stump)

- Per the request of the Board, Molly Stump and Commissioner Karen Breslin worked together and developed an incompatible activity statement for the Health Service Board. A draft of this statement will be presented and reviewed by the commissioners at the next meeting.

HSB President's update (Scott Heldfond)

- Requested a review of the HSS Rules in regards to the way rules and regulations are implemented when conducting business and if they are in compliance with the policy and procedures of the rules.

		Public comments: None
10142004-03	Action Item	Presentation and acceptance (with possible modifications) of regular financial report of HSS Finance (Erik Mezack). • The Board received the *Activity for HMOs and City Health Plan, August 2004*, which is attached as Schedule #3. This report shows the gains in all the HMOs and a loss in City Plan. • The KPMG auditors are working on the annual statements. Staff Recommendation: Accept Report Public Comments: None Action: Motion was moved and seconded by the Board to accept the Financial report. Motion passed 4 to 0.
10142004-04	Discussion Item	IBNR (Incurred But Not Reported) update (Towers Perrin). • The *Board received the CCSF-Reserve for Claims Incurred But Not Reported*, which is attached as Schedule #4. The letter from Towers Perrin, dated September 13, 2004, to Jeffrey Hildebrant, presents a table of the results for IBNR for three self- funded health programs for employees and retirees of the CCSF. • The Board also received the *CCSF Percent of Runout Claims Paid in First Two Months*. This chart is attached as Schedule #5. • Mike Kramer introduced his new assistant to the Towers Perrin team, Ms. Suzanne Brown. Public Comments: None
10142004-05	Discussion Item	United Health Care (Kathy Hajopoulos) • Kathy Hajopoulos presented to the Board the *Employer eServices*, which is attached as Schedule #6. This report is a standard report definition of administrative services that are flexible and frequently used by employers. The report can be designed to fit the needs of the plan. Jeffrey Hildebrant agreed, per the request of President Heldfond, to present a visual representation of this report at the next HSB meeting. Public Comments: • Marion O'Donell reported problems with customer service with United Health Care regarding members

		who are not on Medicare and who are over the age of 65. • Ms. Hajopoulos stated that this problem has been corrected and the system is working and she would be happy to assist Ms. O'Donnell with her problem.
10142004-06	Discussion Item	Reports on network and health plan issues (Network and health plan representatives). • Joanne Haggerty of Health Net stated that Health Net has met all of the requirements for performance guarantees set by CCSF for fiscal year 2003-04 (no penalties due) and copies of the report are available upon request Public Comments: None
10142004-07	Discussion/With Possible Action Item	Modification of Health Service Board Rules regarding membership of the Finance & Budget Committee and the Rates and Benefits Committee. • The Board received the *Part I, Health Service Board, A(4)-Committees,* which is attached as Schedule #7. Motion -Commissioner Aleeta Van Runkle • Motion was moved to replace the words "shall consist" to "may consist" under HSB Rules 4, Committees, a. Budget and Finance Committee and b. Rates and Benefits Committee. • Commissioner Breslin recommended removing the 2 ex-officios, who are non voting members, from the committees. HSB Vacancies • Jeffrey Hildebrant confirmed that the Health Service System has not received formal notification that Supervisor Daly is no longer on the Health Service Board. The letter that was received was addressed to Supervisor Matt Gonzalez, BOS President and was not copied to the HSS or to the HSB. • Dr. Melissa Welch's seat is still vacant (Mayor Appointee). Re-Amendment of Motion • Proposed to amend Section 4 (a.) to: The Budget and Finance Committee shall consist of 4 voting members of the Board.............

		• Commissioner Karen Breslin requested that the word "shall" be replaced to "may"....... Re-Amendment of Motion (Final) • Proposal to amend Section 4 (a.) to: The Budget and Finance Committee may consist of 4 voting members of the Board............. Public Comments: None Action: Motion was moved and seconded by the Board to amend Budget and Finance Committee may consist of 4 voting members of the Board. Motion passed 4 to 0.
10142004-08	Discussion Item	Opportunity to place items on future agendas. • Update of City Health Plan Reports Public Comments: None
10142004-09 Adjourn 2:27 PM	Discussion Item	Opportunity for the public to comment on any matters within the Board's jurisdiction. Public Comments: • Dennis Kelly, President of United Educators, presented 7 suggestions for improving customer service and restoring faith and confidence in the HSS system. This report is attached as Schedule #8. • Commissioner Breslin requested that all documents that are to be reviewed by the Commissioners should be given to the Commission Secretary by Tuesday or per the set time for mailing.

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NOTICE

Cancelled

HEALTH SERVICE BOARD REGULAR MEETING

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RESCHEDULED
NOVEMBER 11, 2004
(VETERAN'S DAY)

SF
H35
#2
11/11/04
cancelled

NEW DATE

TUESDAY, NOVEMBER 16, 2004

1:00 PM
CITY HALL, ROOM 416
1 DR. CARLTON B. GOODLETT PLACE
SAN FRANCISCO, CA 94102

HEALTH SERVICE BOARD

NOTICE AND AGENDA

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Regular Meeting

Tuesday, November 16, 2004
1:45 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President, Scott Heldfond** **Vice President Karen Breslin** **Commissioner James Deignan** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
11162004-01	**Action Item**	**Approval (With Possible Modifications) Of The Minutes Of The Following Meeting:** • Regular Meeting of October 14, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
11162004-02	**Discussion Item**	**Reports Of Health Service System Staff And Legal Counsel Regarding The Following Matters:** ▪ **Administration (Jeff Hildebrant)** ▪ **Legal update (Molly Stump)** ▪ **HSB President's update (Scott Heldfond)** Public Comments:
11162004-03	**Action Item**	**Presentation And Acceptance (With Possible Modifications) Of Regular Financial Report Of HSS Finance (Erik Mezack).** Documents provided to Board prior to meeting: *Activity for HMOs and City Health Plan, September 2004.* Staff Recommendation: Accept Report Public Comments: Action:

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11162004-04	**Discussion Item**	**United Health Care Reporting Update (Kathy Hajopoulos).** Documents provided to Board prior to meeting: *Sample reports* Public Comments:
11162004-05	**Discussion Item**	**Proposition C – Policy, Planning, And Implementation.** Documents will be provided to the Board prior to meeting. Public Comments:
11162004-06	**Action Item**	**Adopt Committee Assignments For 2004-05.** Documents provided to Board prior to meeting: *Health Service Board Rules, Part A.* Public Comments: Action:
11162004-07	**Action Item**	**Approval Of Statement Of Incompatible Activities For HSB Members.** Documents provided to Board prior to meeting: *Draft of Statement* Public Comments: Action:
11162004-08	**Discussion Item**	**Reports On Network And Health Plan Issues (Network And Health Plan Representatives).** Documents provided to Board prior to meeting: None Public Comments:
11162004-09	**Discussion Item**	**Opportunity To Place Items On Future Agendas.** Public Comments:
11162004-10 **Adjourn**	**Discussion Item**	**Opportunity For The Public To Comment On Any Matters Within The Board's Jurisdiction.** Public Comments:

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Department of Human Resources

November 16, 2004

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Health Service Board

Minutes

Regular Meeting

Tuesday, November 16, 2004
1:45 PM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	President, Scott Heldfond Vice President Karen Breslin Commissioner James Deignan Commissioner Aleeta Van Runkle, Entered after the voting of Item 1 by the HSB. Commissioner Claire Zvanski	
11162004-01	Action Item	Approval (With Possible Modifications) Of The Minutes Of The Following Meeting: · Regular Meeting of October 14, 2004 Staff Recommendation: Approve draft minutes Public Comments: None Action: Motion was moved and seconded by the Board to approve the draft minutes of October 14, 2004. Motion passed 4 to 0.
11162004-02	Discussion Item	Reports Of Health Service System Staff And Legal Counsel Regarding The Following Matters: Legal update (Molly Stump) • The passing of Proposition G (local law) authorizes the Health Service Board to consider adopting health plans for City residents, which is defined as people who reside in the City and County of San Francisco and who are not City employees or retirees. The plans would require a majority vote in order to be adopted and would be funded through the City's standard budgetary

		process. Funds will not be available unless the people who are enrolled in the plans are members of the Health Service System or part of the Health Service System trust. Proposition G will allow the Health Service Board the opportunity to look at health plans outside of the current City's trust fund. Administration (Jeff Hildebrant) • LA (Los Angeles) County Board of Supervisors has approved the 10 County Survey rates for CCSF. The rate increase of nine counties is approximately 11.5% (without LA County). Ordinance for approval of the 10-County Survey amount will be presented to the Board at the next HSB meeting. • Budget cuts resulted in a total of 9 positions being cut from the HSS staff: 5 lay-offs and 4 reassignments. The following positions were deleted are: (1) 1404 clerk, (1) 1813 Senior Benefits Analyst and (4) 1210 Benefits Analysts and (3) 1209 Benefit Technicians. Staff reduction is down to approximately 42 employees. HSB President's update (Scott Heldfond) • A draft detailed letter from the HSB to the Community College District (CCD) regarding certain issues will be presented at the next meeting. Commissioner Aleeta Van Runkle will follow-up these issues to see if the relationship between CCD and the HSS can be improved through the compliance and implementation of procedures as stated in the HSS Rules and Regulations. Public Comments: Marion O'Donald expressed concern regarding communication problems with United Health Care and HSS in the administration of her benefits.
11162004-03	Action Item	Presentation And Acceptance (With Possible Modifications) Of Regular Financial Report Of HSS Finance (Erik Mezack). • The Board received the *Activity for HMOs and City Health Plan, September 2004.* This document is attached as Schedule #1.This report includes detail for the medical sub fund and the estimated change in the total net assets available for the entire Health Service System. • Jamie Austin stated that a final HSS financial report from KPMG is not available at this time. Staff Recommendation: Accept Report Public Comments: None

		Action: Motion was moved and seconded by the Board to accept the financial report. Motion passed 5 to 0.
11162004-04	Discussion Item	United Health Care Reporting Update (Kathy Hajopoulos). • The Board received the *Payments by Benefit Type for July 2004-September 2004 report*, which is attached as Schedule #2. This report includes the following details for active and retirees: - Benefit type - Subscriber payments - Spouse payments - Dependant/other payments - Total payments This report also includes the claim expenses by size of payments for active and retirees for July 2004-September 2004 in the following categories: - Payment category - Number of claimants (8,223- grand total) - % Claimants - Payments ($7,100,258.55- grand total) - % Payments • Per the request of Commissioner Zvanski and the Board, Ms. Hajopoulos agreed to see if United Health Care will agree to a mid year benefit design change which would delete the additional $100 deductible fee that Medicare members are charged. Public Comments: None
11162004-05	Discussion Item	Proposition C - Policy, Planning, And Implementation. • The Board received the following detailed information regarding the Health Service System Proposition C and this document is attached as Schedule No. 3. - Definition of Proposition C - Digest (by the Ballot Simplification Committee)

- Controller's Statement on "C"

- How "C" got on the Ballot

- Legal Text of Proposition C

- President Heldfond stated that he asked Jeff Hildebrant assistance in task of implementing the transition of the HSS as a result of the passing of Proposition C and encouraged the Board and HSS staff to work diligently while moving forward. Many thanks and words of appreciation were expressed by President Heldfond for the availability of various resources and assistance, offered by DHR Director, Philip Ginsburg, to the HSS Department and the HSB during this transition period.

- Deputy City Attorney Molly Stump detailed to the Board answers to the following questions asked most by the public in regards to the passing and implementation of Prop C:

When does Prop C happen after the approval of the November election?

- Procedures-Per the Charter Amendment

- Labor elections director certifies the election results, which is due by November 30, 2004.

- By resolution the Board of Supervisors (BOS) are asked to declare and certify the results. Board meetings are set for December 7th and December 14, 2004. The BOS will adopt the results of an election without reference to a committee; there is just one meeting of the Board.

- Information is transmitted to the California Secretary of State

- California Secretary of State files the result of the information (couple of days). The results becomes effective (early in December) by notification from the California Secretary of State.

When will the provisions of Proposition C becomes operative?

- Proposition C becomes operative in May 15, 2005 - when the City Attorney's seat expires and be replaced with a new elective member of the HSB. Standard procedures are followed for election of Board members (outlined in the Administrative Code).

Jeffrey Hildebrant said that more information

		regarding election procedures and how it will be funded will be given at the HSB meeting in January. • There is not an operative date required by the Charter for the transition of the Health Service System to a department under the authorization of the Health Service Board. Other provisions of local law provide guidance and some flexibility in the time for transition, which involves many procedures, and complex changes. The City Charter provides that employees are transferred with their jobs and employment rights in tact. The City's budget ordinance allows the Controller to transfer funds to parties and the Department of Human Resources to people when functions are transferred between City departments. Ms. Stump stated that she would give the Board an update of the legal rules important to the Board in regards to the transition process. • Commissioner Zvanski reminded the Board of the importance of the Rates and Benefits Committee meetings and the necessary focus on preparing for open enrollment during this transition period. • President Heldfond stated that the Prop C will continue to be on the HSB agenda and implementation of it will be done in a conservative and judicious matter. Public Comments: • Nancy Gin, Protect Our Benefits (POB), stated that the POB members are available and willing to help the Board expedite its transition process. • Bernard Crotty, President of Retirees/Employee Association, thanked President Heldfond for his comments regarding the forward advancement with the transition process. • Herbert Wimer requested a schedule of the transition procedures.
11162004-06	Action Item	Adopt Committee Assignments For 2004-05. • The Board received the *Health Service Board Rules, Part A.*, which is attached as Schedule No. 4. President Heldfond requested clarification by vote for the number of members on each committee as well as identification of the members on each committee. He proposed that 2 members serve on the Rules Committee, in addition to the Chair, Aleeta Van Runkle.

Motion - Rules Committee

- Commissioner Aleeta Van Runkle moved that there will be 3 members on the Rules Committee and the members are: Commissioners Karen Breslin, Claire Zvanski, and Aleeta Van Runkle, Chair.

Public Comments: None

Action: Motion was moved and seconded by the Board that the Rules Committee will consist of 3 members and the members are Commissioners Karen Breslin, Claire Zvanski, and Aleeta Van Runkle, Chair. Motion passed 5 to 0.

Motion- Budget & Finance Committee

- President Heldfond moved to have 4 (voting) members on the Budget and Finance Committee and the members are: Commissioners Scott Heldfond, Claire Zvanski, Karen Breslin, and Jim Deignan, Chair.

Public Comments: None

Action: Motion was moved and seconded by the Board to have 4 (voting) members on the Budget and Finance Committee and the members are: Commissioners Scott Heldfond, Claire Zvanski, Karen Breslin, and Jim Deignan, Chair. Motion passed: 5 to 0.

Motion-Rates and Benefits Committee

- President Heldfond moved to have 5 (voting) members on the Rates and Benefits Committee and the members are: Commissioners Karen Breslin, Jim Deignan, Scott Heldfond, Aleeta Van Runkle, and Claire Zvanski, Chair.

Public Comment: None

- Action: Motion was moved and seconded by the Board to have 5 (voting) members on the Rates and Benefits Committee and the members are: Commissioners Karen Breslin, Jim Deignan, Scott Heldfond, Aleeta Van Runkle, and Claire Zvanski, Chair. Motion passed 5 to 0.

- Commissioners agreed to vote on amending the ex officio statement in the HSS Rules & Regulations and to place it as an action item on the next HSB meeting.

- President Heldfond requested that the Commission Secretary should reference any Budget and Finance, Rules Committee, and Rates and Benefits Committee meeting on the Full Board agenda.

11162004-07	Action Item	Approval Of Statement Of Incompatible Activities For HSB Members. • The Board received a *Draft of Statement regarding the CCSF Health Service System Statement of Incompatible Activities for the Health Service Board Members,* which is attached as Schedule #6. Deputy City Attorney Molly Stump stated that she and Commissioner Breslin worked together to create this draft statement for the Board to review. After approval of the statements by the Board, a final statement will be sent to the Ethics Commission for approval/adoption. Public Comments: None Action: Moved and seconded by the Board to accept the draft statement. Motion passed 5 to 0.
11162004-08	Discussion Item	Reports On Network And Health Plan Issues (Network And Health Plan Representatives). • Commissioner Breslin asked the HMOs how much time is given for a claim to be turned in (i.e. doctor): Joanne Haggerty of Health Net stated that it takes 60 days and it is processed in 30 days. Public Comments: None
11162004-09	Discussion Item	Opportunity To Place Items On Future Agendas. • Proposition C • Rates and Benefits Committee Public Comments: None
11162004-10 Adjourn 3:07 PM	Discussion Item	Opportunity For The Public To Comment On Any Matters Within The Board's Jurisdiction. Public Comments: None

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Secretary, Arnetta Brown, for further assistance at (415) 554-1727.

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AMENDED
NOTICE AND AGENDA

Regular Meeting

Thursday, December 9, 2004
_1:00 PM_
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President, Scott Heldfond** **Vice President Karen Breslin** **Commissioner James Deignan** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
12092004-01	**Action Item**	**Approval (With Possible Modifications) Of The Minutes Of The Following Meeting:** • Regular Meeting of November 16, 2004 Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: *Draft Minutes of the Regular Meeting.* Public Comments: Action:
12092004-02	**Discussion Item**	**Reports Of Health Service System Staff And Legal Counsel Regarding The Following Matters:** ▪ **Administration (Jeff Hildebrant)** ▪ **Legal update (Molly Stump)** ▪ **HSB President's update (Scott Heldfond)** Documents provided to Board prior to meeting: None Public Comments:
12092004-03	**Discussion /With Possible Action Item**	**Health Service Board Committee Reports:** ▪ **Rates & Benefits Committee (Claire Zvanski)** ▪ **Budget & Finance Committee (James Deignan)** ▪ **Rules Committee (Aleeta Van Runkle)**

		Documents provided to Board prior to meeting: None Public Comments: Action
12092004-04	**Action Item**	**Presentation And Acceptance (With Possible Modifications) Of Regular Financial Report Of HSS Finance (Erik Mezack).** Documents provided to Board prior to meeting: - *Activity for HMOs and City Health Plan, October, 2004* Staff Recommendation: Accept Report Public Comments: Action:
12092004-05	**Discussion Item**	**Discussion of 2003-04 Audited Financial Statements (KPMG).** Documents provided to Board prior to meeting: - *Draft Financial Statements* Public Comments
12092004-06	**Discussion Item**	**Proposition C – Policy, Planning, And Implementation Update.** Documents provided to Board prior to meeting: - City Attorney Opinion Number 2003-01: *The Roles of the Commission, Individual Commissioners, and the Department Head.* Public Comments:
12092004-07	**Action Item**	**Certification of the 10-County Survey Amount for Fiscal Year 2005-2006.** Documents provided to Board prior to meeting: - *Results of the 10-County Survey* - *Draft Certification of the Average Contribution Under 10-County Survey.* Staff Recommendation: Adopt Certification Resolution Public Comments: Action:
12092004-08	**Discussion Item**	**Reports On Network And Health Plan Issues (Network And Health Plan Representatives).** Documents provided to Board prior to meeting: None Public Comments:
12092004-09	**Discussion Item**	**Opportunity To Place Items On Future Agendas.** Public Comments:
12092004-10 **Adjourn**	**Discussion Item**	**Opportunity For The Public To Comment On Any Matters Within The Board's Jurisdiction.** Public Comments:

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Department of Human Resources

December 9, 2004 (Cancelled)

MEETING CANCELLATION NOTICE

LACK OF QUORUM

HSB REGULAR MEETING

Thursday, December 09, 2004
1:00 PM
Hearing Room 416

Notification of meeting reschedule will be sent when available

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HEALTH SERVICE BOARD

*SPECIAL MEETING
NOTICE AND AGENDA

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Regular Meeting

Monday, December 20, 2004
10:00 AM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

Call to Order		
Pledge of Allegiance		
Roll Call	**President, Scott Heldfond** **Vice President Karen Breslin** **Commissioner James Deignan** **Commissioner Aleeta Van Runkle** **Commissioner Claire Zvanski**	
12202004-01	**Action Item**	**Certification of the 10-County Survey Amount for Fiscal Year 2005-2006.** Documents provided to Board prior to meeting: - *Results of the 10-County Survey* - *Draft Certification of the Average Contribution Under 10-County Survey.* Staff Recommendation: Adopt Certification Resolution Public Comments: Action:
12202004-02	**Discussion Item**	**Opportunity To Place Items On Future Agendas.** Public Comments:
12202004-03 **Adjourn**	**Discussion Item**	**Opportunity For The Public To Comment On Any Matters Within The Board's Jurisdiction.** Public Comments:

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Department of Human Resources

December 20, 2004 (Special Meeting)

Health Service Board

Minutes
SPECIAL MEETING
Monday, December 20, 2004
10:00 AM
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

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Call to Order		
Pledge of Allegiance		
Roll Call	President, Scott Heldfond Vice President Karen Breslin Commissioner James Deignan Commissioner Aleeta Van Runkle, *Excused* Commissioner Claire Zvanski • President Heldfond apologized for the cancellation of the last meeting (December 9, 2004) and stated that the next HSB Regular Meeting will have a full agenda. The sole purpose of this meeting is to certify the 10-County Survey Amount so that it will meet the BOS agenda deadline in January 2005.	
12202004-01	Action Item	Certification of the 10-County Survey Amount for Fiscal Year 2005-2006 (Jeffrey Hildebrant). • The Board received the following documents prior to meeting: - *Results of the 10-County Survey* - *Draft Certification of the Average Contribution Under 10-County Survey for FY 2005-2006.* These documents are attached as Schedule #1. The overview of Orange County on Page 2 shows that the employer contributions went down by 5%. Reasons for the decline are listed at the bottom of the page. The employer contributions for San Diego are 2.1% and reasons for this small increase are noted on Page 3. Staff Recommendation: Adopt Certification Resolution Public Comments: None

		Action: Motion was moved and seconded by the Board to adopt the Certification Resolution for the 10-County Survey Amount for FY 2005-2006. Motion passed 4 to 0. Budget Update, Noelle Simmons, Mayor's Office • Ben Rosenfield is out sick today and could not attend today's meeting and Noelle Simmons was sent as a replacement from the Mayor's Office to give a quick update of the City budget. As a result of the failure of the tax Measures J and K at November voting polls, the City is in a $97 million shortfall in projected revenue over the next 18 months. The Mayor immediately announced a reduction package of media cuts that amounted to $97 million and will be implemented over the next 18 months. This reduction plan has been presented to the Board of Supervisors and modifications have been made and the plan will be implemented in mid January. Impact to City employees are as follows: - 250 City employees lay-offs as a result of the mid year reductions; however, the number will be lower because of changes agreed to by the Mayor at meetings last week. This is in addition to the approximate 100(s) lay-off of employees last spring during the budget process in 2004-05; in addition to the ongoing give back 7.5% by City employees toward their retirement. The City still faces a $130 million projected shortfall for FY 2005-2006. The City will search for additional ways to balance the budget and will need assistance from all departments. Ms. Simmons requested that the Commissioners be attentive of these issues regarding the City budget and hope that the rates that are approved for FY 2005-2006 will have minimum impact on the City and employees. - President Heldfond reminded Ms. Simmons of the ramifications involved with the passing of Proposition C in November and the fact that the HSB Commissioners now have an operational issue which has a budget attached to it. He recommended that the employer and employees will need to work together to solve the budget problem. He encouraged the representatives from the Mayor's Budget Office to attend all of the HSB regular and committee meetings and the City budget update will become a regular item on the agenda. William Bass and Ben Rosenfield agreed to attend the HSB committee meetings on a regular basis.
12202004-02	Discussion Item	Opportunity To Place Items On Future Agendas. Public Comments:

		• Diane Hermann commented about how rates changes affects the Charter and the retirees. • Michael Crandell, HSS employee, expressed concern regarding lay-offs, contracting out, and system issues. Commissioner Heldfond recommended that a copy of the letter read by Mr. Crandell be submitted to DHR.
12202004-03 Adjourn 10:25 AM	Discussion Item	Opportunity For The Public To Comment On Any Matters Within The Board's Jurisdiction. Public Comments: None

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